

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.

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

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.

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.

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 5, 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.

This is a summary of Your Masterpiece Home Policy, for full details, please refer to Your Policy Booklet.

New covers

New Cover	Summary Information
Contents	
Cyber bullying	If Cyber bullying leads to wrongful termination, wrongful arrest, wrongful discipline by a secondary school or higher education, or significant duress leading to the inability to attend secondary school, higher education or work for more than a week, we will pay for the costs incurred for professional services, lost salary and temporary relocation expenses, up to a maximum of £50,000 in any one policy period
Student fees	If a resident of the insured location is incapacitated for a month or more which results in a cancellation or early withdrawal from a course, we will reimburse any unrecoverable tuition, examination or accommodation fees, up to a maximum of £10,000
Extended replacement cost	Subject to certain conditions, if following a total covered loss underinsurance is discovered, we will pay up to 25% more than the contents sum insured shown in the policy schedule
Event cover	Up to £25,000 is payable for irrecoverable costs/expenses if an event is cancelled due to illness, injury, death and adverse weather conditions in temporary or indoor structures
Valuable Articles	
Valuables on loan	Automatic cover is now provided for Valuables on loan, subject to a maximum limit of 25% of the total sum insured for the category concerned, or £250,000, whichever is less
Family Protection	
Assault	Aggravated assault occurrences that occur away from the covered location are now included
Buildings	
Falling trees	In addition to paying for any loss or damage caused by falling trees, we also now cover the costs of the removal of trees felled by a storm at a covered location, up to a maximum of £250 in a Policy Period
Emergency power	If a storm or flood loss results in a covered location being without power for more than 24 hours, we will pay up to £1,000 towards the costs of purchasing a generator system
Oil damage	In addition to paying for any loss or damage caused to Buildings, Contents and Valuable Articles, we also now cover the cost of clearing up contamination or pollution of land and/or water caused by any sudden, unforeseen and identifiable oil leakage from a domestic oil installation, up to a limit of £50,000
Memorial stones	We will pay up to £2,500 for loss or damage to stones or plaques in the memorial of parents, spouses, partners or children

Improved Covers

Improved Cover	Summary Information
Valuable Articles	
Extended replacement cost	If under insurance is discovered following a total loss, subject to the sum insured being proved by a professional valuation dated within the 3 years prior to the loss, we will pay the market value immediately before the loss, up to an additional amount of £2,000,000 more than the agreed value of the specified item of Fine art
Extended replacement cost	For Extended replacement cost to be operative following a total loss to a Valuable article other than Fine art, a valuation no more than two years old is now required
Newly acquired	The newly acquired limit for Fine art has been increased to a maximum of £1,000,000. The newly acquired limit for all other categories has been increased to a maximum of £250,000
Single article limit	The single article limits under Unspecified cover have been increased to £50,000 for Fine art, and £25,000 for all other categories

Improved Cover	Summary Information
Buildings	
Construction materials	We cover works, materials and supplies at the property for use in construction, alteration or repair to the home up to an increased amount of £150,000
Trespass cover	In addition to paying for the removal of litter or debris caused by unlawful trespassing or fly-tipping, we will now pay for any loss or damage caused to the land or water features at a covered location. A per incident total limit of £25,000 applies
Legal expenses	
Identity theft cover	We have removed the limit that applied restricting the potential maximum claim amount within this section
Attendance expense cover	The £100 per day limit has been removed, and the overall limit has been increased to £10,000
Property Protection	We have removed the £250 deductible that was applicable to this section
Home emergency	
Limit of indemnity	The limit for labour, parts and materials has been removed
Main heating system	This now includes LPG, oil fired and unvented heating systems
Annual Travel	
Cancellation and Curtailment	The limit has been increased to £10,000 per person

Amended Covers

Amended Cover	Summary Information
Buildings and Contents	
Exclusions	Loss or damage caused by storm or flood is already excluded for certain types of Other permanent structures. This exclusion has been amended to include bridges, sea walls and jetties
Subsidence deductible	We have amended the deductible wordings to improve clarity. No change has occurred to the actual coverage
Exclusions	Loss or damage caused by subsidence, heave or landslip is already excluded for certain types of Other permanent structures. This exclusion has been amended to include any sea walls, jetties, piers, wharfs or docks
Special limits	Wine cover within the contents section is now restricted to £5,000
Special limits	Top up/Gift Cards cover within the contents section is now restricted to £5,000
Contents and Public Liability	
Motorised land vehicles	We have amended the wordings of these sections to improve clarity. No change has occurred to the actual coverage
Valuable Articles	
Exclusions	Loss or damage caused by the taking or misappropriation of Valuable Articles by a Family Member (not including employees) is excluded

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 £150,000 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.

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:

- No Annual Travel cover is provided under this policy in respect of a Journey in, to or from Iran
- 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

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 collects and processes personal information about You, such as Your name, Your address, policy number and any other personal details You provide to Chubb (directly or through Your broker) in order to provide You with insurance and claims services. Chubb will treat this information in accordance with applicable data protection law.

For policy administration purposes, we will use and store Your personal information on an electronic database, which may also be available to selected authorised representatives of member insurers of the Chubb Group of Insurance Companies operating outside Europe. We have taken reasonable measures to protect Your personal information once it is transferred outside Europe in accordance with their normal data security policies. We may also disclose Your personal information to third parties, such as premium collection agencies, reinsurers, external lawyers and claims administrators, to facilitate the provision of insurance and claims services to You, or as allowed by law, or as requested or required by regulatory bodies.

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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