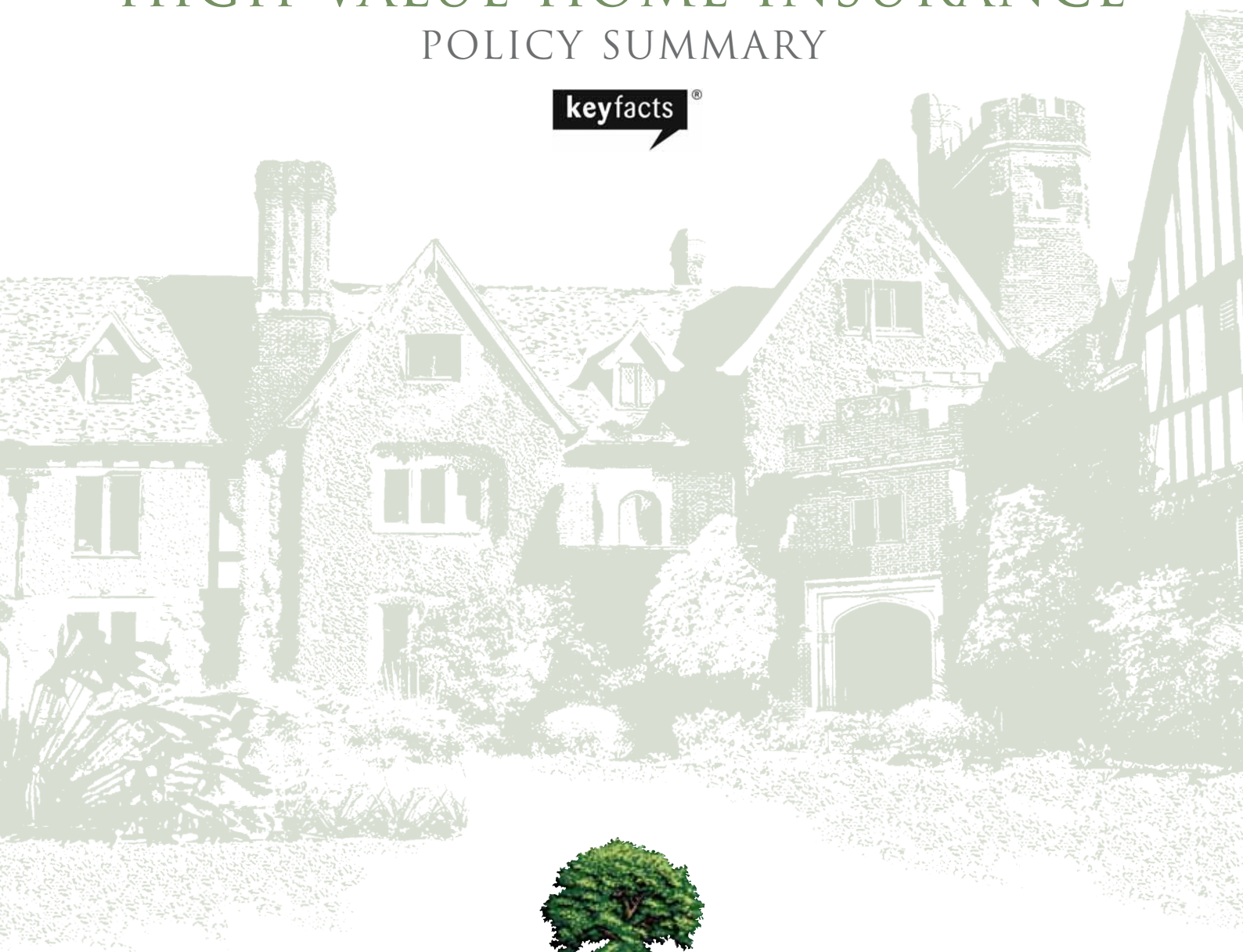


OAK

HIGH VALUE HOME INSURANCE POLICY SUMMARY

keyfacts®



OAK UNDERWRITING PLC

HIGH VALUE HOME INSURANCE POLICY SUMMARY



This document is an overview providing key information about our product. Please see our wording for full terms and conditions. If you would like a copy of the full policy wording please contact your insurance broker.

Policy Name: High Value Home Insurance

Type of insurance: Home and Contents insurance including legal expenses.

Underwritten by: Oak Underwriting plc on behalf of Royal & Sun Alliance Insurance plc and DAS Legal Expenses Insurance Company Ltd.

Significant Features and Benefits

Oak's policy is a quality blend of cover and service and we are summarising below some of the key features and benefits;

Key Features

- Worldwide, all risks cover including accidental damage.
- Buildings cover also includes:
 - Up to 5 years alternative accommodation if your home cannot be lived in as a direct result of insured damage.
 - Unlimited cover towards the cost of tracing the source of an internal escape of water, gas or oil.
 - Up to 10% of the building sum insured, for the re-landscaping of your garden following specified damage.
 - Up to £10,000 towards the upgrade of your home's alarm and security systems following a physical criminal assault at the home.
 - Loss or damage to solar panels and wind turbines.
- Contents cover also includes up to:
 - £50,000 for the loss of metered water or oil.
 - £50,000 towards the cost of replacing or restoring your personal documents or deeds and £5,000 towards personal digital music, video and photographs.
 - 20% of the contents sum insured whilst at a boarding school, college or university.
 - £5,000 for loss of your personal money and up to £50,000 for unauthorised or fraudulent use of your credit card.
 - Unlimited cover for the cost of replacing the keys to the home and if necessary the locks of external doors, alarms, safes and strong rooms where the keys have been lost or stolen.
- New Acquisitions up to 25% of general contents/valuables sum insured.
- Death of Artist up to £100,000 in any one period of insurance.
- Defective Title up to £25,000.
- Fatal Injury £50,000 (£5,000 for a minor).
- Identity Fraud up to £100,000.
- Property owners, public and personal liability and liability to domestic employees £10,000,000.
- Legal expenses cover up to £100,000.
- Golfer's extension, including cover for a 'hole-in-one', third party damage, personal accident, replacement equipment hire and expenses.

Benefits

- Premium can be paid in interest free direct debit instalments over 12 months.
- Advice and Assistance helplines.
- Home Emergency Service.
- Premium discounts where no claims have been made.
- Discount for insuring buildings and contents together.
- Cover can be extended to include your holiday and overseas homes.
- Option to include annual travel and motor breakdown cover - see separate keyfacts sheets for more detail.

Significant or Unusual Exclusions/Limitations

- Liability arising from the use of a quad bike or motorised sit-in toy or miniature vehicle is limited to £2,000,000.
- You will be responsible for the first £250 of each loss increasing to £1,000 for subsidence.
- There is the option to increase the excess either by you or Oak.
- The specific amount for which you will be responsible is shown as the policy excess and will be indicated on your quotation and policy schedule.
- Each Section in the policy wording will have standard exclusions.
- Any additional endorsements or terms applied will be shown on the quotation and your policy schedule.

Duration of Contract

Most insurance contracts will run for 365 days. Your quotation or policy schedule will state the period on which the premium has been calculated. We will consider different periods, please speak to your insurance broker.

Adequacy of Sums Insured

We strongly recommend that you review your sums insured at each renewal in order to ensure that your cover remains adequate for your needs.

Cancellation Rights

If you find that your insurance policy does not meet your requirements please return it to us within 15 days of receiving it and we will refund your premium in full provided you have not made a claim.

After this period you may cancel your policy at any time by writing to your insurance broker. You may be entitled to a pro-rata refund of premium but not if you have made a claim in the current period of insurance.

We may cancel your insurance policy by giving 15 days notice by recorded delivery letter to the address shown on the schedule. You will be entitled to a pro-rata refund of premium but not if you have made a claim in the current period of insurance.

Claims Service

If you suffer a loss and need to make a claim, either contact your insurance broker, or our claims department on 0845 230 3938 during business hours **or** 0117 927 1807 out of business hours.

When calling please provide your Oak policy number, full details of the claim - date, amount and circumstances of loss.

HOME EMERGENCY SERVICE POLICY SUMMARY

Significant Features and Benefits

We will arrange and pay for emergency assistance in the circumstances described below 24 hours a day 365 days a year; if you need immediate help to prevent damage or further damage to your home, make it safe and secure or alleviate unreasonable discomfort, risk or difficulty to anyone living there.

- **Roof damage**
Damage to your roof has caused or is likely to cause internal damage to your home.
- **Plumbing and drainage**
Your drains or plumbing system suddenly becomes damaged, blocked, broken or flooded.
- **Main heating system**
Your main heating system fails.
- **Domestic power supply**
Your supply of gas or electricity fails.
- **Toilet damage**
Your toilet bowl or cistern is damaged by impact or completely fails to function.
- **Home security**
The security of your home is compromised due to damage or failure of external doors, windows or locks.
- **Lost keys**
The only available set of keys to your home is lost and you are unable to replace them or gain normal access.
- **Vermin**
The sudden infestation by vermin inside your home which prevents the use of one or more rooms in the property.

Significant or Unusual Exclusions/Limitations

- We will pay up to £1,000 (including VAT) for the call-out charge, labour costs, parts and materials to provide help with an insured incident.
- Problems with septic tanks, cesspits or fuel tanks.
- Failure of the mains supply.
- Failure to buy or provide enough gas, electricity or other fuel source.
- This does not include any protected species and any claim for vermin in outbuildings which are not attached to the main dwelling.

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- We cannot accept claims:
 - For incidents that occur within the first 48 hours of taking out cover unless DAS Home Emergency Service is taken out at the same time as another agreement (such as your home insurance policy)
 - For routine home maintenance (such as servicing heating systems) or replacement of parts due to gradual wear and tear
 - For the cost of redecorating, cosmetic repair, or reinstating your home if it is damaged by contractors to gain access
 - If your home is left unoccupied for 30 consecutive days
 - For costs incurred before we have been notified of the emergency
 - If the emergency is caused deliberately or through your negligence
 - That arise from incorrect installation or repair of equipment or facilities or that result from a design fault
 - For parts or labour if the equipment or facility is under guarantee or warranty
 - For emergencies at a residence other than your main home or if you rent or let the property
 - If you are not present when our approved contractor arrives to help.
 - We will always try to provide the service but cannot be responsible for any breakdown of the service that is beyond our control.
 - Territorial limits - United Kingdom of Great Britain and Northern Ireland, the Isle of Man and Channel Islands.

Making a Claim

If you have a home emergency and wish to claim for assistance, you must call us within 48 hours of becoming aware of the problem. Please call our Home Emergency Service helpline on **0117 927 1940** and give your name, address including the postcode and a description of the emergency.

We will tell you what to do next. Lines are open 24 hours a day, 365 days a year.

If You Have a Problem with the Home Emergency Service

We will always try to give you a quality of service. If you think we have let you down, please write to our Customer Relations Department at our Head Office address shown below. Or you can phone us on 0117 934 0066 or email us at customerrelations@das.co.uk. Details of our internal complaint-handling procedures are available on request.

Our Head and Registered Office is:

DAS Legal Expenses Insurance Company Limited

DAS House

Quay Side

Temple Back

Bristol BS1 6NH

Registered in England and Wales, number 103274

www.das.co.uk

DAS Legal Expenses Insurance Company Limited is authorised and regulated by the Financial Services Authority.

If you are still not satisfied, you can contact the Insurance Division of the Financial Ombudsman Service at:

South Quay Plaza

183 Marsh Wall

London E14 9SR

Tel: 0845 080 1800

www.financial-ombudsman.org.uk

Using this service does not affect your right to take legal action.

Questions and Complaints about Oak Underwriting plc

We at Oak are proud of our commitment to a first class service and will provide every assistance to ensure your needs are handled as smoothly and efficiently as possible. If we do not meet your expectations or if you have any questions please in the first instance contact your insurance broker or contact our Managing Director either verbally or in writing.

Robert P Trott
Managing Director
Oak Underwriting plc
Cromwell Park
Chipping Norton
Oxfordshire OX7 5DF
Tel: 01608 648100

If you are not satisfied with the way your complaint has been handled you may refer the matter to the Financial Ombudsman Services.

The Financial Ombudsman
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Tel: 0845 080 1800
www.financial-ombudsman.org.uk

We are covered by the Financial Services Compensation Scheme (FSCS).

If we cannot meet our obligations you may be entitled to compensation from the FSCS.



OAK UNDERWRITING PLC

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