

Dear

("Contractor")

The Contractor has requested that HomePro Insurance ("Administrator") issues **Deposit Protection Insurance** and **Warranty Insurance** cover in respect of works that they have agreed to carry out at your property.

Under the Financial Services and Market Act 2000, as amended by the Financial Services Act 2012, it is illegal for any person not regulated by the Financial Conduct Authority to answer any questions or provide you with any advice regarding any form of insurance and you should therefore direct any questions you have regarding this insurance to the Administrator, email enquiry@homepro.com.

Please note that the Warranty Insurance policy will not incept automatically; further action is required by you to activate the policy, which is outlined below.

**Deposit Protection Insurance**

If the Contractor Ceases to Trade following the receipt of the deposit you have paid and before the Insured Works have started, the Insurer will refund you the deposit paid or arrange for the completion of the insured works.

Your Deposit Protection Certificate of Insurance is printed on the reverse of this page and corresponding Terms and Conditions are enclosed with this document.

**Warranty Insurance Policy issued on satisfactory completion of the Insured Works**

Once your works satisfaction is registered, Warranty Insurance will cover the Written Guarantee given to you by the Contractor in the event that the Contractor Ceases to Trade as defined in the policy and is unable to honour their own Written Guarantee. This cover is subject to Terms and Conditions which will be sent to you with a Certificate of Insurance when you register that you are satisfied with the work.

**How to register your satisfaction of works**

Once the works at your property have been completed entirely to your satisfaction, you may request your Warranty Insurance policy. You should do this as soon after the completion of the works as possible.

Please register your policy at [www.homepro.com/return](http://www.homepro.com/return) quoting reference number

If you do not have online access, please call 0800 131 0663 to speak with a member of staff.

Yours sincerely



**Charles Harris**  
Director of Compliance

## Deposit Certificate of Insurance

|                       |   |
|-----------------------|---|
| Insurer               | Accelerant Insurance UK Limited   |
| Certificate Number    |   |
| Administrator         | HomePro Limited   |
| Proposed Work Type    |   |
| Level of Cover        | Value Plus  |
| Period of Insurance   | 120 Days  |
| Contract Value        | £   |
| Location of the Works |   |
| Sum Insured           | value of receipted payment up to 25% of the contract value to a maximum of £10000 |

Please read carefully the enclosed terms & conditions, and information about the claims and the complaints processes. If you did not receive a copy of these terms & conditions with this letter, or if you have any other queries, please contact our team at enquiry@homepro.com.



**Charles Harris**  
Director of Compliance  
**Deposit Insurance**  
**TERMS & CONDITIONS**

Please Note: Deposit Protection Insurance is only valid and operative where the Level of Cover stated on the Customer Return Form shows as "Value Plus" or "TrustMark Value Plus". Where the Level of Cover shows as "Value" Deposit Protection Insurance is NOT in place or operative.

### 1 Important Information for You to Note

- 1.1 You should check that the information shown within the **Certificate of Insurance** is correct. If the information shown is correct, **You** do not need to take any action. However, if it is incorrect, **You** should contact **HomePro** to advise **Us** of the amendments that may be required. **We** may ask that **You** return the **Policy** documentation to **Us** for amendment.
- 1.2 For **You** to be eligible to benefit from the cover provided by this **Policy**, **You** must have made a **Deposit Payment** to the **Contractor** for the provision of the **Proposed Works** shown in the **Certificate of Insurance**.
- 1.3 As part of the claims process, **Warranty Services** will expect **You** to be able to supply a copy of a contract and/or specification of work evidencing the **Proposed Works** as well as proof of any **Deposit Payment** made. If **You** cannot provide this evidence, **Warranty Services** may decline **Your** claim.

### 2 Your Right to Cancel

- 2.1 **You** have the right to cancel this **Policy** within 14 days of receipt, if **You** decide that it is not required. **You** can do so by providing written notice to **Us** at **HomePro**, Austen House, Station View, Guildford, GU1 4AD. When doing so, **You** should return the **Policy** documentation to **Us**, and **We** will confirm both receipt and cancellation of cover to **You**.
- 2.2 Where the insurance premium has been paid to **Us** by someone other than **You** (i.e. the **Contractor**) or if **You** have intimated a claim, then no refund of premium will be made when the **Policy** is cancelled.
- 2.3 If **You** cancel the **Policy**, **You** will not be able to make any claim at any time in the future.

### 3 The Meaning of Key Words Used in this Policy

- 3.1 When the following words and phrases appear in the **Policy**, they have the meanings given below. These words are highlighted by the use of bold print.
- 3.2 "**Accelerant, Insurer**" means Accelerant Insurance UK Limited of One Fleet Place, London, England, EC4M 7WS.
- 3.3 "**Act of Terrorism**" means acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's government in the United Kingdom or any other government de jure or de facto.
- 3.4 "**Alternative Firm**" means a replacement supplier or installer instructed by **Warranty Services** and/or **Accelerant** to complete the **Proposed Works**.
- 3.5 "**Ceased Trading**" means ceasing to trade by reason of Liquidation (whether voluntary or involuntary), Receivership, Administration, Strike-Off or Dissolution in respect of a Limited company, Bankruptcy, Retirement, total incapacity or death of the principal(s) in the case of a Sole Trader or Partnership, or any other reason where suitable proof can be exhibited to **Warranty Services** and/or **Accelerant** to confirm that the **Contractor** is no longer trading in any shape or form.
- 3.6 "**Completion Date**" means the date on which the **Proposed Works** are fully completed to **Your** entire satisfaction and the **Contract Value** has been paid across to the **Contractor** (with the exception of any agreed retention).
- 3.7 "**Contractor**" means the firm named in the **Certificate of Insurance** who **You** have contracted to carry out the **Proposed Works**.
- 3.8 "**Contract Value**" means the price, inclusive of VAT, agreed between **You** and the **Contractor** for the installation of the **Proposed Works**.
- 3.9 "**Deposit Payment**" means a percentage, up to a maximum of 25%, of the **Contract Value** paid over to the **Contractor** by **You**.
- 3.10 "**HomePro, Us, We, Our**" means HomePro Limited of Station View, Guildford, Surrey, GU1 4AD.
- 3.11 "**Outstanding Balance**" means the difference between the original **Contract Value** and the **Deposit Payment**, which remains in **Your** possession.
- 3.12 "**Policy**" means this contract of insurance between **You** and **Accelerant**.
- 3.13 "**Property**" means the dwelling in which the **Proposed Works** are to be installed, which is owned by **You**.
- 3.14 "**Proposed Works**" means the home improvement works, which can be evidenced by a contract and/or specification of works, to be installed by the **Contractor** at **Your Property**.
- 3.15 "**Warranty Services**" means **Warranty Services Limited** of PO Box 26332, Ayr, KA7 9BJ.
- 3.16 "**You, Your, Person Insured**" means the person or body corporate named in the **Certificate of Insurance**.

### 4 What is Covered

- 4.1 **Accelerant** agree to indemnify **You** in respect of the loss of a **Deposit Payment** in the event that the **Contractor** has **Ceased Trading** and as a consequence the **Contractor** is unable to complete the **Proposed Works**.
- 4.2 To do so, on **Accelerant's** behalf, **Warranty Services** will arrange for the completion of the **Proposed Works** by an **Alternative Firm**. **You** will be required to contribute the **Outstanding Balance** that is in **Your** possession and **Warranty Services** will contribute the shortfall in costs in order to complete the **Proposed Works**.
- 4.3 In certain circumstances, at **Accelerant's** sole option, **Warranty Services** will choose to pay in cash the amount of the proven loss to **You**. This will be the equivalent of the shortfall in cost to complete the **Proposed Works**, subject to the **Financial Limits** of this **Policy**, and may not be the full amount of **Your Deposit Payment**.
- 4.4 **Warranty Services** will confirm to **You** what action is to be taken and shall arrange this on **Accelerant's** behalf.

### 5 The Duration that this Policy is Effective for

- 5.1 This **Policy** comes into effect on the date that **You** make a **Deposit Payment** to the **Contractor** for the provision of the **Proposed Works**, and cover is effective for a period of 120 days.
- 5.2 It is important to note that this **Policy** can lapse earlier if certain events occur prior to 120 days from the date **You** make a **Deposit Payment** to the **Contractor**. The **Policy** will lapse immediately on the **Completion Date** or immediately if **You** cancel **Your** contract with the **Contractor** for the provision of the **Proposed Works**.
- 5.3 If for any reason that **You** believe that an extension will be required to the duration of this **Policy**, **You** should contact **Your Contractor** in order that they may liaise with **Us** in this regard. However, if **You** are unsure of anything **You** may also contact **Us** to discuss this provision. It is important to understand that an extension to cover is not automatic and that **We** will require to discuss the provision of an extension with the **Contractor**, prior to confirming **Our** agreement to any period of extension.

### 6 Financial Limits of this Policy

- 6.1 The maximum amount payable by **Accelerant** in respect of all claims made against this **Policy** will not exceed the lesser amount of the following:
- 6.2 25% of the **Contract Value**; or
- 6.3 The amount of the **Deposit Payment** shown in the **Certificate of Insurance**; or
- 6.4 £10,000.
- 6.5 Any costs incurred that amount to more than the financial limit of this **Policy** will be **Your** responsibility.

### 7 What is Not Covered

- 7.1 **Your** Deposit Protection Insurance does not protect **You** against every event or circumstance - it only protects **You** against the events covered in this **Policy**. **You** cannot claim under this **Policy** for any of the following, or for anything resulting from any of them:

- 7.2 any loss incurred by **You** where the **Contractor** has not **Ceased Trading**;
- 7.3 any loss incurred by **You** which is above the Financial Limits of this **Policy**;
- 7.4 any loss incurred by **You**, which occurs outside of the duration that this **Policy** is effective for;
- 7.5 any loss or damage that does not relate specifically to the completion of the **Proposed Works**;
- 7.6 any loss or damage to any part of **Your Property**, caused by the **Contractor**, which does not form part of the **Proposed Works**;
- 7.7 any loss or damage to **Your Property** caused by any peril capable of being insured under a commercial property, household or similar insurance, including but not limited to fire, lightning, explosion, storm, tempest, flood, malicious damage, accidental damage, subsidence, landslip or heave; whether or not such insurance is effective or in force at the time;
- 7.8 any loss incurred by **You** for which compensation or recourse is provided by legislation, particularly where **You** made payment to the **Contractor** via a credit card or finance agreement, and **You** have rights under the Consumer Credit Act 1974;
- 7.9 any work which has been undertaken or any materials which have been purchased without **Warranty Services'** consent, which are the subject of a claim under this **Policy**;
- 7.10 any loss of use, consequential loss or any other costs that are directly or indirectly caused by the event which led to a claim, unless specifically stated in this **Policy**;
- 7.11 any loss, damage, liability or expense caused by the malicious use, by any party, of computers, computer viruses, computer code, spyware, malware, or electronic systems.
- 7.12 any loss, or damage caused by, or arising as a result of, failure by **You** to secure against unauthorised access or control, any networked devices which are a part of -or connected to any part of- the **Proposed Works**.
- 7.13 any loss or damage caused by war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, revolution, rebellion, insurrection or military or usurped power, riot or civil commotion or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority;
- 7.14 any loss destruction or damage or cost or expense of whatsoever nature directly or indirectly caused or occasioned by or happening through or in consequence of an **Act of Terrorism**;
- 7.15 any loss, damage, liability or expense caused by ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof, any chemical biological bio-chemical or electromagnetic weapon;
- 7.16 any loss, damage, liability or expense caused by, contributed to by, resulting from, arising out of, in connection with, or otherwise in any way directly or indirectly attributable to:
  - 7.16a Coronaviruses; and
  - 7.16b Coronavirus disease (COVID-19); and
  - 7.16c Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2); and
  - 7.16d any mutation of or variation of a), b) or c) above; and
  - 7.16e any infectious disease that is designated or treated as a pandemic by the World Health Organisation; and
  - 7.16f any fear or anticipation of a), b), c), d) or e) above, regardless of any other cause or event contributing concurrently or in any other sequence thereto

## 8 Policy Conditions

- 8.1 There are a number of conditions that **You** must adhere to for this **Policy** to be effective and these are as follows:
- 8.2 It is a condition precedent to liability that the **Contractor** has **Ceased Trading**. Therefore, no claim can be made to **Warranty Services** under this **Policy** unless the **Contractor** has **Ceased Trading**.
- 8.3 As part of the claims process, **You** are responsible for paying the **Outstanding Balance** towards the cost of an **Alternative Firm** completing the **Proposed Works**.
- 8.4 **You** need to take all reasonable precautions to avoid losses that are or may be recoverable under this **Policy**. This includes, but is not limited to, allowing the **Contractor** access to **Your Property** in order to complete the **Proposed Works** whilst they are trading; notifying a potential claim to **Warranty Services** as soon as practically possible when **You** become aware of it; and taking any actions which will minimise any loss that could be suffered in the event of a claim.
- 8.5 **Your** benefit under this **Policy** will be forfeited if **You** or anyone acting on **Your** behalf knowingly provides fraudulent information or makes a fraudulent claim.
- 8.6 **Accelerant** may at its expense take such proceedings as it sees fit in **Your** name in order to enforce any rights and remedies against or obtain relief or indemnity from other parties to which **Accelerant** shall be or may become entitled or subrogated under this **Policy**; and **You** shall at **Accelerant's** request and expense do such acts and things as may reasonably be required by **Accelerant**.
- 8.7 Where **You** hold this **Policy** for reasons mainly related to **Your** business, trade or profession; **Warranty Services**, on behalf of **Accelerant**, shall have no liability to pay damages to **You** for late payment of a claim under this **Policy**, unless **Warranty Services** fail deliberately or recklessly to pay the claim within a reasonable time.
- 8.8 **We** shall not provide any benefit under this **Policy** to the extent of providing cover, payment of any claim or the provision of any benefit, where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

## 9 The Applicable Law

- 9.1 Unless agreed to the contrary by **You** and **Accelerant**, this **Policy** will be governed by the laws of the legal jurisdiction in which the **Property** is situated in.

## 10 How to Make a Claim

- 10.1 If **You** have any concern in relation to the completion of the **Proposed Works**, **You** should immediately report this to the **Contractor**, who is obliged to honour the terms of their contract with you in respect of the installation of the **Proposed Works**. Remember, **You** need to allow the **Contractor** the opportunity to complete the **Proposed Works**; and this involves providing reasonable access to **Your Property**.
- 10.2 It is important to remember that **Warranty Services** cannot accept a claim against this **Policy** whilst the **Contractor** is still trading.
- 10.3 If **You** cannot contact the **Contractor** and find that they have **Ceased Trading**, **You** should contact **HomePro** within 30 days by e-mailing enquiry@homepro.com in order to intimate a claim. Alternatively, **You** can contact **HomePro** by telephoning 08707 344344 during office hours, or by writing to HomePro, Austen House, Station View, Guildford, GU1 4AD.
- 10.4 Please remember to notify a possible claim to **Us** as soon as possible; as if **You** do not notify **Us** within 30 days, it could affect the outcome of a claim.
- 10.5 As part of the claims process, **HomePro** will request that **You** complete a short claim form in order to advise the detail of the claim that **You** are making. This requires to be returned to the claims handler, **Warranty Services**. **You** will also need to be able to supply **Warranty Services** with copies of the following documentation along with a completed claim form: a copy of this **Policy**; a copy of a contract and/or specification of works which evidences the **Proposed Works** which have not yet been completed by the **Contractor**; proof of any **Deposit Payment** made, and any other information relating to the **Proposed Works** that **Warranty Services** may require.
- 10.6 Upon receipt of a complete claim submission from **You**, **Warranty Services** will instruct an **Alternative Firm** to carry out a survey at your **Property** in order to provide a quotation for the provision of or the completion of the **Proposed Works**. Alternatively, **Warranty Services** may request that **You** obtain one or more like for like quotations from local firms for the provision of or the completion of the **Proposed Works**.
- 10.7 Once **Warranty Services** are in receipt of all of the above information and a valid claim is accepted, on behalf of **Accelerant**, **Warranty Services** will confirm to **You** the action that is to be taken in order to settle **Your** claim.
- 10.8 **Warranty Services** will always opt to arrange for an **Alternative Firm** to complete the **Proposed Works**. **You** will be required to contribute the **Outstanding Balance** that is in **Your** possession and **Warranty Services** will contribute the shortfall in costs in order to complete the **Proposed Works**. However, there may be a limited set of circumstances in which, at **Accelerant's** sole option, **Warranty Services** will choose pay in cash the amount of the proven loss to **You**. This will be the equivalent of the shortfall in cost to complete the **Proposed Works**, subject to the Financial Limits of this **Policy**, and may not be the full amount of **Your Deposit Payment**.
- 10.9 It is important to remember that all completion work which forms part of a valid claim must be undertaken by an **Alternative Firm** instructed by **Warranty Services** on behalf of **Accelerant**, unless specifically agreed to the contrary.
- 10.10 Where any betterment occurs as part of a claim, **You** will be responsible for the extra costs involved in respect of that betterment.
- 10.11 If **Warranty Services** do not accept that a claim is valid under the terms of this **Policy**; **Warranty Services** will explain the reasons why the claim has not been accepted to **You**. If **You** are unhappy with this decision, **You** will have the right to make a complaint.

## 11 What to do if You Want to Make a Complaint

- 11.1 **We** hope that **You** will be happy with the protection that the **Policy** provides, however if for any reason, **You** are unhappy, **Warranty Services** would like to know about this.
- 11.2 If **You** wish to make a complaint in relation to this **Policy**, **You** should contact **Warranty Services** via e-mail to complaints@warranty-services.co.uk or in writing to The Complaints Department, **Warranty Services**, PO Box 26332, Ayr, KA7 9BJ or via telephone on 01292 268020. **Warranty Services** will provide **You** with details of the complaints process and attempt to resolve any issue **You** may have.
- 11.3 If **You** are not happy with the outcome of **Your** complaint, or if eight weeks have passed and **Warranty Services** have not sent **You** a final response **You** may have the right to refer **Your** complaint to the Financial Ombudsman Service. This can be done in writing to FOS, Exchange Tower, London, E14 9SR; via telephone on 0800 023 4567 or **You** can visit the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk. This procedure will not prejudice **Your** right to take legal proceedings.

## 12 Your Duty of Disclosure

- 12.1 If this **Policy** was purchased for reasons unrelated to **Your** trade, business or profession: Subject to Section 2 of the Consumer Insurance (Disclosure and Representations) Act 2012, it is **Your** duty to have taken reasonable care not to make a misrepresentation to **Us**. Either a deliberate, reckless, or careless misrepresentation made by **You** may entitle **Accelerant** to seek remedies from **You** in respect of any claims paid.
- 12.2 If this **Policy** was purchased for reasons related to **Your** trade, business or profession: Subject to Section 3 of the Insurance Act 2015, it is **Your** duty to have made a fair presentation of the risk to **Us**. A qualifying breach of fair presentation made by **You** may entitle **Accelerant** to seek remedies from **You** in respect of any claims paid.
- 12.3 **HomePro Limited** is registered in England as a Limited Company, with the registered address of 24 Nicholas Street, Chester, England, CH1 2AU. Company registration number 03833783. **HomePro Limited** is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 304449
- 12.4 **Warranty Services Limited** is registered in Scotland, with the registered address of 1 George Square, Glasgow, Scotland, G2 1AL. Company registration number SC205797. **Warranty Services Limited** is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 309580
- 12.5 **Accelerant Insurance UK Limited** is registered in England as a Limited Company, with the registered address of One Fleet Place, London, England, EC4M 7WS. Company registration number 03326800. **Accelerant Insurance UK Limited** is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 207658.

# Deposit Protection Insurance

## Insurance Product Information Document

Company: Accelerant Insurance UK Limited



Product: Deposit Protection Insurance

Accelerant Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, in the UK. Our Firm Reference Number is 207658.

This Insurance Product Information Document is only intended to provide a summary of the main coverage provided by Deposit Protection Insurance and also to highlight the significant policy exclusions; it is not personalised to any specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in the Policy of Insurance document.

### What is this type of insurance?

This type of insurance is Deposit Protection Insurance, which is designed to provide protection against the loss of the person insured's deposit payment, where the contractor has collected the deposit payment, but has ceased trading and is, as a consequence, unable to complete the proposed works.

### What is insured?

- ✓ Deposit Protection Insurance will protect the person insured against the unforeseen costs that might be incurred in respect of the loss of a deposit payment in the event that the contractor that the person insured contracted with has ceased trading and as a consequence the contractor is unable to complete the proposed works.
- ✓ To settle a claim, Warranty Services Limited will arrange for the completion of the proposed works by an alternative firm. The person insured will be required to contribute the outstanding balance that remains in their possession and Accelerant will contribute the shortfall in costs in order to complete the proposed works (up to the financial limits of the policy).
- ✓ The maximum amount payable in respect of all claims made against Deposit Protection Insurance is the lesser of:
  - 25% of the contract value; or
  - the amount of the deposit payment; or
  - £10,000.

### What is not insured?

Deposit Protection Insurance does **not** provide cover for:

- ✗ any loss incurred by the person insured where the contractor has not ceased trading.
- ✗ any monetary amount which is above the financial limits of the policy.
- ✗ any monetary amount over and above the shortfall in costs to complete the proposed works (which may be less than the deposit payment made by the person insured).
- ✗ any loss that occurs outside the duration that the policy is effective for.
- ✗ any loss or damage that does not relate specifically to the completion of the proposed works.
- ✗ any loss or damage to the person insured's property, which does not form part of the proposed works.

### Are there any restrictions on cover?

- ! The cover provided by Deposit Protection Insurance is provided on the basis that the person insured has made a deposit payment to the contractor. The person insured will be required to provide proof of a deposit payment made to Warranty Services Limited in the event of a claim. It is important for the person insured to be aware that if they have not made a deposit payment to the contractor, they may not be able to make a claim. **Where the person insured does not have proof of a deposit payment made to the contractor by the time Deposit Protection Insurance has been issued, they should request a receipt from the contractor as a matter of urgency.**
- ! In accordance with Section 75 of the Consumer Credit Act 1974: Where the person insured has made payment of the deposit payment to the contractor by credit card or via a finance agreement; the credit provider may have equal liability for breaches of contract by the contractor. **Where the person insured is protected by Section 75 of the Consumer Credit Act 1974; prior to making a claim against Deposit Protection Insurance; they must firstly seek recourse through the relevant credit provider.**
- ! The cover provided by Deposit Protection Insurance is specifically related to costs incurred in completing the proposed works that the person insured has contracted with the contractor to have installed at their property. Therefore, any other loss that the person insured might incur as a consequence of a claim against Deposit Protection Insurance (such as loss of profit, loss of use, or loss of enjoyment) is not covered by Deposit Protection Insurance.

### Where am I covered?

- Deposit Protection Insurance applies only to risks insured within England, Wales, Scotland, Northern Ireland, and the Channel Islands.

### What are my obligations?

- The Person Insured needs to check that the information shown within the Certificate of Insurance of their Deposit Protection Insurance is correct. If the information shown is correct, they do not need to take any action. However, if it is incorrect, they should contact HomePro to advise of the amendments that may be required. HomePro may ask that the policy documentation is returned to them for amendment.
- If the Person Insured cannot contact the contractor and find that they have ceased trading, they should contact HomePro within 30 days by e-mailing enquiry@homepro.com in order to intimate a claim. Alternatively, you can contact HomePro telephoning 0800 131 0123 during office hours, or by writing to HomePro Limited, Austen House, Station View, Guildford, GU1 4AD.
- Where the Person Insured has a valid claim against Deposit Protection Insurance, they need to contribute the outstanding balance towards the cost of completing the proposed works.
- The Person Insured is obliged to co-operate with Warranty Services Limited during the claims process. This may include the Person Insured obtaining like for like quotations (in respect of specification of works) for the proposed works and supplying them to Warranty Services Limited. Warranty

Services Limited will advise the Person Insured of what will occur in order for a claim to be resolved i.e. the details of the arrangements being made for an alternative firm to complete the proposed works.



## When and how do I pay?

- In respect of Deposit Protection Insurance; HomePro collects the applicable insurance premium from the contractor who the person insured has contracted with to carry out the proposed work at their property. The person insured does not need to pay any insurance premium or any additional fee in respect of the Deposit Protection Insurance.



## When does the cover start and end?

- Deposit Protection Insurance comes into effect on the date that the person insured makes a deposit payment to the contractor for the provision of the proposed works, and cover is effective for a period of 120 days.

It is important to note that Deposit Protection Insurance can lapse earlier if certain events occur prior to 120 days from the date the person insured makes a deposit payment to the contractor. Deposit Protection Insurance will lapse immediately on the completion date or immediately if the person insured cancels their contract with the contractor for the provision of the Proposed Works.



## How do I cancel the contract?

- The person insured has the right to cancel Deposit Protection Insurance within 14 days of receipt, if they decide that it is not required. They can do so by providing written notice to HomePro Limited, Austen House, Station View, Guildford, GU1 4AD. When doing so, you should return the policy documentation to HomePro, and they will confirm both receipt and cancellation of cover to you.
- Where the insurance premium has been paid to HomePro by someone other than the person insured (i.e. the contractor) or a claim has been intimated, then no refund of premium will be made when Deposit Protection Insurance is cancelled.
- If Deposit Protection Insurance is cancelled, then no claim will be able to be made at any time in the future.

Accelerant Insurance UK Limited is registered in England as a Limited Company, with the registered address of One Fleet Place, London, England, EC4M 7WS. Company registration number 03326800. Accelerant Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 207658.