

INSURANCE BACKED GUARANTEE POLICY OF INSURANCE

POLICY SCHEDULE

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|------------------|----------------------|
| Policy Number: | |
| Policy Holder: | |
| Contractor: | |
| Insured Works: | |
| Contract Value: | £ |
| Completion Date: | |
| Policy Duration: | 10 Years |
| Property: | As per Policy Holder |
| Excess: | £100 |

An Insurance Backed Guarantee is designed to protect **You** against the unforeseen costs that **You** might incur in order to rectify a **Defect** in the **Insured Works** or to rectify a breach of the **Building Regulations** in the **Insured Works**; in the event that the original **Contractor** that installed the **Insured Works** has **Ceased Trading** and is unable to honour their obligations to **You**.

This **Policy** sets out the terms of the insurance contract between **You** and **Accelerant**. **You** should read through the **Policy** carefully to ensure that **You** understand it, and that it is suitable for **Your** needs. The **Policy** explains the protection that **You** have in full, although if **You** do not understand anything **You** can contact **HomePro** to check this.

Our Contact Details

If **You** have an enquiry relating to this **Policy**, **You** should contact **HomePro**. **You** can contact **Us** via e-mail to enquiry@homepro.com; in writing to HomePro of Austen House, Station View, Guildford, GU1 4AD; or via Telephone on 0800 1310123 during office hours (Monday to Friday 9AM to 5PM).

When **You** contact **Us** to make an enquiry, **You** should be ready to tell **Us** the Policy Number, shown in the Policy Schedule, so that **We** can assist **You** as quickly as possible.

Important Information for You to Note

You should check that the information shown within the Policy Schedule 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. For **You** to be eligible to benefit from the cover provided by this **Policy**, **You** must be the owner of the **Property** and also be the beneficiary of a **Written Guarantee**.

As part of the claims process, **Warranty Services** will expect **You** to be able to supply a copy of the **Written Guarantee** provided in respect of the **Insured Works** and also be able to evidence ownership of the **Property** where requested. If **You** cannot provide this evidence, and in particular provide **Warranty Services** with a copy of a **Written Guarantee**, **Warranty Services** may decline **Your** claim.



Charles Harris
Director of Compliance

Insurance Backed Guarantee

TERMS & CONDITIONS

1 Your Right to Cancel

- 1.1 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 of 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.

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.

If You cancel the Policy, You will not be able to make any claim at any time in the future.

2 The Meaning of Key Words Used in this Policy

- 2.1a 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.

"Accelerant, Insurer" means Accelerant Insurance UK Limited of One Fleet Place, London, England, EC4M 7WS.

"Alternative Firm" means a replacement supplier or installer instructed by Warranty Services and/or Accelerant to rectify a Defect and/or a breach of the Building Regulations identified in the Insured Works.

"Building Regulations" means the Building Regulations of the jurisdiction in which the Insured Works are located at the time of the Completion Date.

"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.

"Competent Person" means a Contractor who, at the time of the Completion Date, is a member of a scheme, permitting the Contractor to self-certify that installations carried out by them comply with the Building Regulations (as an alternative to either submitting a building notice; using an approved inspector through Local Authority Building Control; or some other means of complying with the Building Regulations).

"Completion Date" means the date on which the Insured Works were fully completed, all monies were paid across to the Contractor (with the exception of any agreed retention), and also the date upon which the Written Guarantee becomes effective.

"Contractor" means the supplier or installer of the Insured Works named on the Policy Schedule, who has issued a Written Guarantee to You.

"Contract Value" means the full price of the installation of the Insured Works paid by You, shown in the Policy Schedule.

- 2.1b "Defect" means a physical fault or error in the Insured Works which was caused by the Defective workmanship of the Contractor or Defective materials which were supplied by the Contractor, but which will only form the basis of a valid claim where it is specifically stated as being an item covered by the Written Guarantee provided to You by the Contractor.

"Excess" means the first amount of £100 in respect of each and every claim, for which You are responsible.

"HomePro, Us, We, Our" means HomePro Limited of Austen House, Station View, Guildford, GU1 4AD.

"Insured Works" means the work described in the Policy Schedule, which was carried out by the Contractor on Your behalf and can be evidenced by a contract and/or specification of work; and for which the Written Guarantee was issued to You in respect of.

"Policy" means this contract of insurance between You and Accelerant.

"Property" means the dwelling in which the Insured Works are situated, which is owned by You.

"Warranty Services" means Warranty Services Limited of PO Box 26332, Ayr, KA7 9BJ, who act as claims handler on behalf of Accelerant.

"Written Guarantee" means the written commitment from the Contractor to rectify a Defect in the Insured Works; and issued by the Contractor to You.

"You, Your, Policy Holder" means the person or body corporate named in the Policy Schedule.

3 What is Covered

3.1a SECTION A: INSURANCE BACKED GUARANTEE COVER

Accelerant agree to indemnify You in respect of the cost of making good a Defect in the Insured Works where the Contractor has Ceased Trading and is consequently unable to rectify such a Defect subject to the terms of the Written Guarantee issued to You. A Defect is considered to be a physical fault or error in the Insured Works which was caused by the defective workmanship of the Contractor or defective materials which were supplied by the Contractor, but which will only form the basis of a claim where it is specifically stated as being covered by the Written Guarantee provided to the Policy Holder by the Contractor.

To do so, Warranty Services will arrange for the repair of the Insured Works; the replacement of the Insured Works; or pay in cash the amount of the proven loss or damage to You. Warranty Services will confirm to You which action is to be taken and shall arrange this on Accelerant's behalf.

3.1b SECTION B: BREACH OF BUILDING REGULATIONS COVER

Accelerant agree to indemnify You in respect of the cost of making good a breach of the Building Regulations in the Insured Works where the Contractor has Ceased Trading and is consequently unable to rectify such a breach of the Building Regulations. This element of cover only applies where the Insured Works are replacement windows, doors, rooflights and roof windows installed within an existing domestic dwelling; where the Contractor was a Competent Person at the time of the Completion Date; and where the Contractor self-certified the Insured Works as being compliant with the Building Regulations.

To do so, Warranty Services will arrange for the repair of the Insured Works; the replacement of the Insured Works; or pay in cash the amount of the proven loss or damage to You. Warranty Services will confirm to You which action is to be taken and shall arrange this on Accelerant's behalf.

4 The Duration that this Policy is Effective for

4.1a SECTION A: INSURANCE BACKED GUARANTEE COVER

In respect of the rectification of a Defect in the Insured Works; this section of cover comes into effect on the Completion Date and shall run for a period of 10 years, or the period stated in the Contractor's Written Guarantee, whichever is the lesser of those periods. Where the Contractor's Written Guarantee provides cover for a particular Defect for a period shorter than the overall period of cover set out in the Contractor's Written Guarantee; this Policy shall provide cover for that particular Defect for the shorter period.

4.1b SECTION B: BREACH OF BUILDING REGULATIONS COVER

In respect of the rectification of a breach of the Building Regulations evident in the Insured Works; this section of cover comes into effect on the Completion Date and shall run for a period of 6 years.

5 Financial Limits of this Policy

- 5.1 The maximum amount payable in respect of all claims made against this Policy will not exceed the Contract Value as stated in the Policy Schedule. This financial limit is used up as Warranty Services accept claims. If You are not the first owner of the Property, the financial limit may already have been partly or fully used up by claims from previous owners. Any costs incurred that amount to more than the financial limit of this Policy will be Your responsibility.

6 What is Not Covered

- 6.1a Your Insurance Backed Guarantee 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:

1. any loss or damage that You would not have been able to recover under the Contractor's Written Guarantee;

2. any loss or damage where You are unable to supply a Written Guarantee;

3. any loss or damage where the Contractor has not Ceased Trading;

4. any loss incurred by You which is above the Financial Limits of this Policy;

5. the first £100 of each and every claim under this Policy, which is the Excess;

6. any loss or damage that does not relate specifically to the physical rectification of the Insured Works;

7. any loss or damage to any part of Your Property, caused by the Contractor, which does not form part of the Insured Works;

8. the cost of routine maintenance, overhaul or modifications to the Insured Works or loss or damage arising therefrom;

9. any loss or damage to the Insured Works 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;

10. 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;

11. 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;

12. any loss or damage caused by fair wear and tear or the discolouration of the Insured Works;

13. any loss or damage which is due to a neglect in the maintenance of the Insured Works;

- 6.1b 14. any loss or damage to the Insured Works in respect of items of door and window furniture, locks, hinges, handles, tracks, runners, mountings, mechanisms and trims where that loss or damage becomes apparent more than 2 years after the Completion Date, unless the Written Guarantee explicitly states that an item of this nature is covered for a longer period;

15. breakage of glass for any reason;

16. the rectification of the Defective design of the Insured Works;

17. any remedial work, which may be the subject of a claim under this Policy, undertaken to the Insured Works without Our consent;

18. any Defect discovered or reported to the Contractor more than 6 months before the Contractor Ceased Trading;

19. any Defect discovered or reported to the Contractor prior to the Contractor having Ceased Trading; where You refused the Contractor access to the Insured Works and/or refused the Contractor the opportunity to rectify the Defect;

20. any additional costs caused by Your failure to notify a claim as soon as reasonably possible, which resulted in additional costs being required to rectify a Defect, which will be Your sole responsibility;

21. any loss or damage to the Insured Works, where they are specifically shown as a Conservatory or an Orangery within the Policy Schedule, in respect of any brick work, base work, foundations or below ground level structural works, where that loss or damage becomes apparent more than 2 years after the Completion Date.

22. any loss or damage caused by defective materials which were provided to You by a party other than the Contractor;

23. 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;

24. 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 Insured Works.

- 6.1c 25. where the Insured Works relate to a solid or tiled conservatory roof system (such as a "guardian roof", or a similar conservatory roof system which is not comprised primarily of glazing) being installed on to an existing conservatory structure; any loss, damage or failure caused by or to the existing conservatory structure, frames or foundations will not be covered. You shall be responsible for such losses, damages and failures.

7 Policy Conditions

- 7.1a There are a number of conditions that You must adhere to for this Policy to be effective and these are as follows:

1. 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.

2. Where a Defect or a breach of the Building Regulations is evident in the Insured Works and the Contractor has not Ceased Trading You should immediately arrange for the Contractor to rectify that Defect or breach of the Building Regulations.

3. It is a condition precedent to liability that You are the beneficiary of the Written Guarantee. Therefore, You shall not receive any benefit under this Policy unless You are the beneficiary of the Written Guarantee.

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 and the Insured Works in order to assess or rectify them, 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 Defect or a breach of the Building Regulations occurring.

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.

- 7.1b 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**.
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 **The Applicable Law**
- 8.1 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.
- 9 **Policy Transferability**
- 9.1 The benefit of the **Policy** will pass to subsequent owners of the **Insured Works** subject to the **Contractor's Written Guarantee** stating that it is transferable. Where the **Written Guarantee** is transferable to a subsequent owner of the **Insured Works**, that subsequent owner must contact **Us** within 90 days of the transfer of ownership in writing, providing **Us** with a copy of this **Policy**, the name of the new **Property** owner and the date of the transfer of ownership. **HomePro** will charge an administration fee of £50 in order to provide revised **Policy** documentation for the subsequent owners' retention. Please note that a copy of the **Contractor's Written Guarantee** will require to be submitted as evidence as part of any claim submission in order to be able to make a valid claim under this **Policy**. If the **Contractor's Written Guarantee** does not state that it is transferable, this insurance shall also cease to be transferable on to any subsequent owner of the **Insured Works**.
- 10 **How to Make a Claim**
- 10.1a If **You** identify a **Defect** or a breach of the **Building Regulations** in the **Insured Works**, **You** should immediately report this to the **Contractor**, who is obliged to honour the terms of their **Written Guarantee** to **You** for its duration. Remember, **You** need to allow the **Contractor** the opportunity to rectify a **Defect** and/or a breach of the **Building Regulations**; and this involves providing reasonable access to the **Property** and **Insured Works**. It is important to remember that **Warranty Services** cannot accept a claim for the rectification of a **Defect** or a breach of the **Building Regulations** whilst the **Contractor** is still trading. 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 0800 131 0123 during office hours, or by writing to HomePro Ltd, Austen House, Station View, Guildford, GU1 4AD. Please remember to notify a potential claim to **HomePro** as soon as possible; as if **You** do not notify us within 30 days, it could affect the outcome of a claim. 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**. This information will be used to validate the claim. **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 the **Contractor's Written Guarantee**; evidence that **You** are the owner of the **Property** (where requested); and any other information relating to the **Insured Works** that **Warranty Services** may require.
- 10.1b Upon receipt of a complete claim submission from **You**, **Warranty Services** may instruct an **Alternative Firm** to carry out a survey in respect of the **Insured Works** in order to determine if a **Defect** or a breach of **Building Regulations** has occurred. Alternatively, **Warranty Services** may request that **You** obtain a quotation for remedial works, detailing the cause of the issue identified. If a survey confirms that a **Defect** or a breach of **Building Regulations** has occurred, and a valid claim is accepted by **Warranty Services**, on behalf of **Accelerant**, **Warranty Services** will then either arrange for the repair of the **Insured Works**; to replace the **Insured Works**; or pay in cash the amount of the proven loss or damage to **You**. **Warranty Services** will confirm to **You** which action is to be undertaken; and confirm how **You** can pay **Your Excess**. It is important to remember that all replacement or remedial work which forms part of a valid claim must be undertaken by an **Alternative Firm** instructed by **Warranty Services** on behalf of **Accelerant**. Where any betterment occurs as part of a claim, **You** will be responsible for the extra costs involved in respect of that betterment. 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. 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. 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. 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.
- 13 **Other Information**
- 13.1 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
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
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.

Insurance Backed Guarantee

Insurance Product Information Document

Company: Accelerant Insurance UK Limited



Product: Insurance Backed Guarantee

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 you with a summary of the main coverage provided by an Insurance Backed Guarantee 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 an Insurance Backed Guarantee, which is designed for those who have had improvement work completed on their property by a contractor and require insurance protection in the event that the contractor has ceased trading and as a consequence is unable to rectify a defect and/or a breach of building regulations in the insured works.



What is insured?

- ✓ An Insurance Backed Guarantee will protect you against the unforeseen costs that you might incur in order to rectify a defect in the insured works, in the event that the original contractor that installed the insured works has ceased to trade.

A defect is a physical fault or error in the insured works which was caused by the defective workmanship of the contractor or defective materials which were supplied by the contractor, but which will only form the basis of a valid claim where it is specifically stated as being an item covered by the written guarantee provided to you by the contractor.

- ✓ An Insurance Backed Guarantee will protect you against the unforeseen costs that you might incur in order to rectify a breach in the building regulations in the insured works, in the event that the original contractor that installed the insured works has ceased to trade.
- ✓ The maximum amount payable in respect of all claims made against your Insurance Backed Guarantee is the contract value, which is stated on the Policy Schedule.



What is not insured?

An Insurance Backed Guarantee does not provide cover for:

- ✗ any remedial works required that would not have been carried out by the contractor under the terms of their own written guarantee; or that do not relate to a breach of the building regulations.
- ✗ any loss or damage where the installing contractor has not ceased trading and you are able to pursue them for your loss.
- ✗ any monetary amount which is above the financial limit of the policy. The financial limit of the policy is the contract value, which is detailed on the Policy Schedule.
- ✗ the first £100 of each claim that is made against an Insurance Backed Guarantee, which is the Excess.
- ✗ any loss or damage that could be covered by a standard household buildings or property insurance. Therefore, perils such as but not limited to fire, storm, subsidence, accidental damage and malicious damage are not covered.



Are there any restrictions on cover?

- ! The cover provided by an Insurance Backed Guarantee is provided on the basis that the contractor has issued their own written guarantee to you. You will be required to provide a copy of your written guarantee to Warranty Services in the event of a claim. It is important for you to be aware that if you have not been issued with a written guarantee by the contractor, you may not be able to make a claim. **Where you do not have a written guarantee issued to you by the contractor by the time an Insurance Backed Guarantee has been issued to you, you should request a copy from the contractor as a matter of urgency.**
- ! In accordance with Section 75 of the Consumer Credit Act 1974: Where you have made payment to the contractor for the insured works by credit card or via a finance agreement; the credit provider may, for a period of up to six years, have equal liability for breaches of contract by the contractor. **Where you are protected by Section 75 of the Consumer Credit Act 1974; prior to making a claim against your Insurance Backed Guarantee; you must firstly seek recourse through the relevant credit provider.**
- ! The cover provided by an Insurance Backed Guarantee is specifically related to meeting the cost of the rectification of the insured works at your property. Therefore, any other damage suffered to your property or any other loss that you might incur as a consequence of a defect or breach of building regulations identified in the insured works (such as loss of profit, loss of use, or loss of enjoyment) is not covered by an Insurance Backed Guarantee.



Where am I covered?

- An Insurance Backed Guarantee applies only to insured works situated within England, Wales, Scotland, Northern Ireland, and the Channel Islands.
- Section B of the cover provided by an Insurance Backed Guarantee relates to a breach of the Building Regulations. It is important to note that this cover can only apply in England and Wales.



What are my obligations?

- You need to check that the information shown within the Policy Schedule of your Insurance Backed Guarantee 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 of the amendments that may be required. HomePro may ask that you return the policy documentation to them for amendment.
- If you identify a defect or a breach of the building regulations to the insured works, you should immediately report this to the installing contractor, who is obliged to honour the terms of their written guarantee to you for its duration. Remember, you have a duty to protect your property and you need to allow the contractor the opportunity to rectify a defect and/or a breach of the building regulations; and this involves providing reasonable access to your property and the insured works.

- If you identify a defect or a breach of the building regulations to the insured works; and 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 telephoning 0800 131 0123 during office hours, or by writing to HomePro Limited, Austen House, Station View, Guildford, GU1 4AD.
- Where you have a valid claim against your Insurance Backed Guarantee, you need pay the first £100 of that claim, which is the excess. You are also obliged to co-operate with Warranty Services, who will advise you of what will occur in order for your claim to be resolved i.e. that the repair/replacement of the insured works has been instructed; or that payment in cash of the amount of the proven loss or damage is being made to you.



When and how do I pay?

- In respect of an Insurance Backed Guarantee; HomePro collects the applicable insurance premium from the contractor who carried out the work at your property. You do not need to pay any insurance premium or any additional fee in respect of the Insurance Backed Guarantee.



When does the cover start and end?

- Section A of cover - Insurance Backed Guarantee Cover - becomes effective on the Completion Date, which is detailed on the Policy Schedule, and shall run for a period of 10 years, or the period stated in the contractor's written guarantee, whichever is the lesser of those periods.

Section B of cover - Breach of Building Regulations Cover - becomes effective on the Completion Date, which is detailed on the Policy Schedule, and shall run for a period of 6 years.



How do I cancel the contract?

- You have the right to cancel an Insurance Backed Guarantee within 14 days of receipt, if you decide that it is not required. You 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 you (i.e. the contractor) or if you have intimated a claim, then no refund of premium will be made when the Insurance Backed Guarantee is cancelled.
- If you cancel the Insurance Backed Guarantee, you will not be able to make any claim 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.