

Insurance Backed Guarantee

Insurance Product Information Document

Manufacturer: Red Sands Insurance Company (Europe) Limited

Company: HomePro Limited

Product: Building Regulations & Contractor's Guarantee Insurance

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 policy holder'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 policy holder 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 policy holder 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 policy holder 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 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 policy holder 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 policy holder).
- ✗ 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 policy holder'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 policy holder has made a deposit payment to the contractor. The policy holder 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 policy holder 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 policy holder 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 policy holder 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 policy holder 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 policy holder has contracted with the contractor to have installed at their property. Therefore, any other loss that the policy holder 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 policy holder needs to check that the information shown within the Policy Schedule 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 policy holder 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 policy holder has a valid claim against Deposit Protection Insurance, they need to contribute the outstanding balance towards the cost of completing the proposed works.
- The policy holder is obliged to co-operate with Warranty Services Limited during the claims process. This may include the policy holder 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 policy holder 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 policy holder has contracted with to carry out the proposed work at their property. The policy holder 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 policy holder 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 policy holder makes a deposit payment to the contractor. Deposit Protection Insurance will lapse immediately on the completion date or immediately if the policy holder cancels their contract with the contractor for the provision of the Proposed Works.



How do I cancel the contract?

- The policy holder 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 policy holder (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.

SAMPLE DOCUMENT