

EuroHome Holiday Apartment Policy Summary

This document is a summary of the Ibex EuroHome Holiday Apartment insurance policy and does not contain the full terms and conditions of the cover, which can be found in the policy booklet. It is important that you read the policy booklet carefully when you receive it.

The Insurer

This insurance policy is provided by Ibex Insurance Services Ltd., who are cover holders for certain Underwriters at Lloyd's. The lead underwriter of this household policy is syndicate no. 510, managed by Kiln Group, 106 Fenchurch Street, London EC3M 5NR, UK. Ibex Insurance Services Ltd. are regulated by the Financial Services Commission FSC006 43B. Registered address: The Tower, Marina Bay, Gibraltar.

Type of Insurance and Cover

The Ibex EuroHome Holiday Apartment policy provides cover for contents, fixtures and fittings. It is specifically designed for holiday apartments with 1 to 3 bedrooms based in Spain and Gibraltar.

Significant Features and Benefits

Cover is provided for an extensive list of perils including: fire, explosion, storm, flood, escape of water and theft. In addition, cover is provided for:

- Accidental breakage of glass and mirrors when the apartment is occupied
- Temporary accommodation costs for the period necessary to restore the apartment to a habitable condition, as the result of loss or damage insured by Section A – The Basic Cover.
- Replacement of external locks if keys are stolen
- Damage caused by electrical power surge
- Occupiers and personal third party liability up to 1,000,000 Euros
- 24 hour emergency repairs hotline

Optional Cover Available

- Golf equipment

If you have selected this option, it will be itemised on your schedule and the cover details will be clarified in your policy booklet.

Significant and Unusual Exclusions or Limitations

Your policy excludes some situations. You should refer to your policy booklet for full details. The most significant or unusual exclusions are listed below:

All Sections:

- The first part of any claim – known as the “excess”. This is usually 75 Euros
- Any claim under Extraordinary Risks – ‘Consortio’. Refer to your policy booklet, page 18
- Loss or damage caused to property or money held or used for business purposes
- Loss or damage to your buildings or contents from any cause not listed in the policy booklet

Under Section 1 - Contents

- Theft or attempted theft unless involving forcible and violent entry.

Duration of Policy

The policy will remain in force for 12 months from the date of commencement, or as otherwise shown in your policy schedule and is renewable annually.

Cancellation

You may cancel the insurance at any time by telling us, either in writing or over the phone. The cancellation will result in no return of premium given. We are within our rights to cancel your insurance

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where we deem necessary. If the insurance is cancelled by us then we would send you 21 days written notice by registered post to your last known address. We will give you a refund in proportion to the time left until the current period of insurance is due to run out. A refund of premium will only be made by us provided no claim has occurred during the current period of insurance.

How to Claim

Contact your broker / agent to report the claim. Should you require emergency repairs, contact the 24 repairs hotline, run by Multi Assistance on behalf of Ibex, direct on: 902 932 427 (from Spain).

Complaints

Our aim is at all times to provide a first class standard of service. However there may be occasions when you feel that this objection has not been achieved. Should you wish to make a complaint please refer to page 10 of your policy booklet for details of the complaint procedure.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may then be entitled to refer it to this independent body.

Financial Services Compensation Scheme (FSCS)

Lloyd's underwriters are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's underwriter is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (7th floor, Lloyd's Chambers, Portsoken Street, London E1 8BN) and on their website (www.fscs.org.uk).