

EuroHome Plus Policy Summary

This document is a summary of the Ibex EuroHome Plus, Buildings & Contents 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 Plus policy provides cover for buildings and contents, with optional extended cover. It is designed for either primary or holiday homes based in Spain and Gibraltar. You must comply with the conditions of the policy detailed in the policy booklet for cover to apply.

Significant Features and Benefits

Section 1 - Buildings

This covers the structure of your home and its permanent fixtures and fittings. Cover is provided for an extensive list of perils including: fire, explosion, storm, flood, escape of water and theft. In addition, cover is also provided for:

- Subsidence for properties less than 10 years old
- Legal liability as owner of your home (section 3)
- Loss of rent and cost of alternative accommodation
- Accidental damage of glass and sanitary fixtures
- Garden restoration
- 24 hour emergency repairs hotline

Section 2 - Contents

This covers household goods and personal effects, money and valuables. Cover is provided for an extensive list of perils including: fire, explosion, storm, flood, escape of water and theft. In addition, cover is also provided for:

- Legal liability as occupier of your home (Section 3)
- Accidental damage to glass tops, home entertainment equipment and personal computers
- Contents temporarily removed
- Contents in the open
- Frozen food spoilage
- Christmas increase
- Accidental damage (extension option for an additional premium)

Section 4 - Valuables and Personal Effects

This covers unspecified valuables, clothing, personal effects and sports equipment, anywhere in Europe or Worldwide. Cover is also provided for:

- Specified Items (extension option for an additional premium)

Section 5 - Personal Money and Credit Cards

This covers personal money up to 750 Euros and financial loss as a result of fraudulent use of credit cards up to 750 Euros.

Section 6 - Pedal Cycles

This covers accidental loss of or damage to pedal cycles.

Section 7 - Golfers

This cover includes golf equipment, golf apparel and golf buggies.

Section 8 - Emergency Travel

This covers emergency travel costs where the property is not your ordinary residence and the costs of the damages exceeds 15,000 Euros.

Significant and Unusual Exclusions or Limitations

There are a number of exclusions and limitations. 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, p. 32
- 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 - Buildings

- For subsidence, heave and landslip claims, the policy excess is increased to 1,500 Euros

Under Section 2 - Contents

- Theft or attempted theft unless involving forcible and violent entry.
- Accidental damage to items designed to be portable (unless the accidental damage extension has been selected)

Under Section 4 – Valuables and Personal Effects

- Valuables not contained in a safe are restricted to 3,000 Euros per loss with a single article limit of 300 Euros.

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 this insurance at any time by telling us, either in writing or over the phone. We will give you a refund based on our short period rates for the period 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.

We are within our rights to cancel your insurance 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.

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.

LLOYD'S



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.