

Home Insurance

Policy Document



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Welcome

Your Home Insurance contract consists of two documents:

The policy

This booklet which details the extent of cover for each of the sections chosen by you and the policy conditions and exceptions.

The schedule

Which includes details of the risk address, operative sections and clauses, the sums insured and the period of insurance.

Under the relevant European and Irish Legal provisions, the parties to this contract of insurance, we, Zurich Insurance plc and you, the Insured, are free to choose the law applicable to the contract. We propose that this contract is governed by Irish Law.

Please read these documents carefully and keep them in a safe place. If they do not meet your requirements or if you have any queries regarding the cover or terms and conditions, please contact your Insurance Broker or Zurich Insurance plc.

If you wish to make alterations to your Policy, they must be notified to us immediately for cover to operate. Such alterations may include the purchase of a piece of jewellery, home improvements such as an extension or the addition of a conservatory to your home.

Emergency Assistance

When the unexpected happens, it's reassuring to know that help is at hand when you need it – that you can talk to someone who will be able to give you advice and assistance immediately.

Emergency Helpline

Zurich, in conjunction with our assistance company provide an Emergency Helpline, to ensure that customers get the reassurance they need.

Getting your home back in order

Whether it's a case of burst pipes, a leaking roof or lock replacements, our experienced staff will offer you immediate assistance, day or night.

- You will be required to pay a call out fee which includes 30 minutes work on-site. The contractor must provide you with a receipt.
- If additional work is required after 30 minutes on-site, then the contractor must provide you with a written estimate and explanation of the work to be carried out.
- You are responsible for instructing the contractor to complete this work. Payment for this work must be collected directly from you. Please retain any damaged materials/goods in order to substantiate any future claim.
- You can claim for the work completed by the contractor under your Home Insurance Policy. Once we are satisfied that the damage/repairs are covered by your policy, we will reimburse you for the agreed amount less any policy excess.
- The advantages to you, our customer, are:
 - faster response to your emergency
 - specially negotiated rates for your repairs or replacement of your items even if the damage is not covered under your Policy
 - help and assistance at a traumatic time.

As a Zurich customer you can avail of our 24 hour, 365 day helpline, by dialling **1890 208 408**. Our experienced staff will ensure that your emergency is taken care of quickly and efficiently.

Making a Claim

Emergency Assistance

Accidents can happen. If you are unfortunate to have an accident, you can now avail of the Emergency Helpline, **1890 208 408**.

What you should do

First, check your insurance Policy to see if the incident that has occurred is covered by your Policy. If it is, then please dial 1890 208 408. We will take details of your claim and arrange for an approved contractor to call out to your home and deal with the damage that has occurred. We will also find out what items have been damaged or stolen and take steps to organise replacements for some of them from our approved suppliers. To access information regarding an existing claim, simply 1890 208 408 (24 hours, 365 days a year).

Our priority is to provide financial support to customers throughout the claim process to ensure any repair/reinstatement work is completed as quickly as possible. In the event of a property claim, where we elect to settle a claim on a cash basis, we may release a proportion of the estimated cost of repair/reinstatement prior to completion of the work.

You must keep your receipts for any repair/reinstatement work as you will need to validate these costs. The balance of the cost, otherwise known as a 'retention amount', will be given to you on receipt of the appropriate documentation that validates the costs incurred by you for the repair/reinstatement work (e.g. VAT invoices.)

Claims Notification Period

Please note that all claims must be notified to Zurich within 30 days of their occurrence.

Please refer to the Policy Conditions section of this document and familiarise yourself with your obligations as failure to comply could result in your claim being refused.

Underinsurance

Protecting your home and contents

The purchase of your home represents probably the largest financial investment you will make in your lifetime. It is, therefore, vitally important that you protect your investment by insuring it for the correct value.

Each year you should review the amount for which you have insured your buildings and contents. In addition, if home improvements have been carried out, such as the building of an extension or the conversion of the attic, or if you have purchased additional contents, the sums insured should be increased to reflect this.

It is important that the base value of your buildings and contents are regularly reviewed.

Home Protection Tips

Storm

To minimise damage from storms, we suggest the following:

- Mineral felt roofs have a limited life span and are subject to wear and tear and deterioration over time. Check the roof covering at regular intervals and replace the felt where there are signs of deterioration. Remember, your Policy does not cover the maintenance costs involved in repairing or replacing the roof. The Policy specifically excludes damage caused by wear and tear and gradual deterioration.
- Ensure your tiles and guttering are secure.
- Check that the gutters and drains are not blocked.
- If a storm is forecast, make sure all gates are bolted. Put any garden furniture, lawnmowers or plant pots in a garden shed and lock it.

Fire prevention

Every year many people are killed or injured and homes are destroyed as a result of domestic fires. You can reduce the risk of fire by taking the following precautions:

- Do not overload an electrical point. Unplug all appliances when not in use.
- Repair faulty wiring, frayed leads and loose plugs.
- All fires and heaters should have a secure fireguard. Never leave the room without having a guard in front of the fire.
- Chimneys should be swept at least once a year.
- Avoid careless smoking, especially in bedrooms.
- Matches should be kept well away from children.
- Close all internal doors when going to bed.
- Keep heaters away from furniture, curtains and bedclothes.
- Never move or refuel an oil or gas heater while it is lighting.
- Keep all electrical flexes off cooker rings and hobs.
- Be especially careful with chip pans, they should never be left unattended on a lighted cooker.
- You should install at least two smoke detectors in your house. Smoke detectors should be tested regularly to ensure they are working properly. Change the batteries at least twice a year.
- Over the Christmas period, make sure to turn off your Christmas tree lights when leaving your home unattended.

Water damage

There are various weather hazards which you cannot avoid, but against which you can protect your home.

- Lag pipes and water tanks wherever possible.
- Leave the underside of tanks free to ensure rising warmth can reach them.
- Replace washers on dripping taps.

Burglary prevention

Unfortunately, theft has become part of everyday life in many areas. Most thieves are opportunists who commit crimes when they spot an easily entered home. Such opportunities can be removed by fitting and using good quality locks on doors and windows and by installing an approved alarm system.

- All external doors should be fitted with five-lever mortise deadlocks and the keys should be removed from the lock.
- All patio doors should be fitted with key-operated patio door locks. The keys should be removable. A stop should be fitted in the top of the door frame to prevent the doors from being lifted out of their frame.
- All ground floor windows and other accessible windows, fanlights and rooflights should be fitted with key-operated security locks or stops with removable keys or key-operated security bolts with removable keys.

Before going on holidays

- If you have an automatic light switch installed, set it to operate at the times you normally switch the lights on.
- Cancel all deliveries, e.g. milk, newspapers etc.
- Ask a neighbour to pop in from time to time to check on the house and to remove post from the letterbox/porch.
- Inform your local Garda station that you will be away.
- Check that all windows and doors are securely locked.
- Set your intruder alarm, smoke detectors and other alarm systems – check that the batteries in all alarms are working.
- Turn off your water supply at the stopcock.
- Drain your water system and tank or alternatively, maintain an adequate heating level throughout the house to prevent your pipes from freezing if your trip is during winter months.

The Contract of Insurance

This Policy is a contract between you and us.

We will insure you under those sections shown in the schedule during any period of insurance for which we have accepted your premium provided all the terms and conditions of the Policy are kept.

The Policy, schedule and any endorsements should be read as if they are one document and any word or expression to which a specific meaning has been given in any part of the contract shall have the same meaning wherever it appears.

The proposal form and declaration signed by the Insured or the Statement of Facts issued to the Insured are the factual basis of the contract.

For and on behalf of Zurich Insurance plc (Zurich').

A handwritten signature in black ink, appearing to read 'Ken Norgrove', written over a faint, illegible stamp or background.

Ken Norgrove

Chief Executive Officer Ireland

Zurich Insurance plc.

Registered Office: Zurich House, Ballsbridge Park, Dublin 4.

Meaning of Words

Certain words in the Policy have special meanings. These meanings are given below or defined at the beginning of the appropriate section. To help **you** identify these words in the Policy **we** have printed them in bold throughout.

Bodily injury

Death, injury, illness or disease.

Buildings

The **home**, landlord's fixtures and fittings on or in the **home**, walls, gates, fences, hedges, terraces, patios, drives, paths, tennis hard courts and swimming pools, all at the situation of the **premises** shown in the schedule.

Contents

Household goods, personal belongings (including valuable property), collections of stamps, coins or medals up to €260, tenant's fixtures and fittings (including interior decorations), radio and television aerials fittings and masts (including satellite dishes, receivers and ancillary equipment up to €650) on or in the **home**, all belonging to or the legal responsibility of **you** or a member of your **household**.

The following property is not included as **contents**:

- Motor vehicles, caravans, trailers, aircraft, watercraft, hovercraft, or parts or accessories normally on or in any of them.
- Landlord's fixtures and fittings.
- Any living creature.
- Property owned or held in trust in connection with any business, profession or trade.
- **Money** of any kind.
- Deeds (except as provided under paragraph 21), bonds, bills of exchange, securities, documents, manuscripts.
- Property more specifically insured or any amount that **you** cannot recover from a more specific insurance because the insurer refuses or reduces the claim, or the sum insured is inadequate on a specified item.

Credit cards

Credit, cheque, bankers or cash dispensing cards.

Excess

The monetary amount of any claim which is not insured. This amount is shown in the relevant paragraphs of the Policy or in the schedule.

Family

Your relatives (including your partner and all children) who normally live in the **home**.

Flood

(a) the escape of water from the normal confines of any natural or artificial water course (other than water tanks, apparatus or pipes) or lake, reservoir, canal or dam

or

(b) inundation from the sea

whether resulting from storm or otherwise.

Geographical limits

The Republic of Ireland, Northern Ireland, Great Britain, the Channel Islands and the Isle of Man.

Ground heave

The upwards expansion of the ground resulting in damage to the building foundations.

Home

The private dwelling, garage and outbuildings used for domestic purposes only, all at the situation of the **premises** shown in the schedule.

Household

Your **family** and domestic staff permanently living in the **home**.

Money

Cash, cheques, postal orders, bankers drafts, travel tickets, savings stamps and certificates, premium bonds, current postage stamps, gift tokens, luncheon vouchers, trading stamps and telephone call cards all held for social or domestic purposes.

Premises

The **buildings** and the land within the boundaries belonging to them.

Settlement

The vertical movement of the ground surface (and therefore of foundations and structures founded upon it) arising from the weight of the building.

Subsidence

The downward movement within the ground independent of the building load.

Unfurnished

Without sufficient furniture and furnishings for normal living purposes.

Unoccupied

Not permanently lived in by **you** or by a person authorised by **you**.

Valuable property

Jewellery, items of gold, silver or other precious metals, watches, photographic equipment, binoculars, paintings, works of art, curios, antiques, furs, musical instruments, radios, televisions, other audio or video equipment and computer equipment. The most **we** will pay is one third of the sum insured by section B – Contents, but not more than €4,000 for any one article, set or collection.

We or us

Zurich Insurance plc.

You

The person or people shown in the schedule as the Insured.

Section A – Buildings

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured <i>The buildings are insured against loss or damage caused by the events in paragraphs 1 to 11.</i>	What is not insured
1. Fire, smoke, lightning, explosion or earthquake.	Smoke damage caused by: <ul style="list-style-type: none"> • agricultural or industrial operations, any gradually operating cause, or smog. The first €250 of each incident of loss or damage.
2. Storm or flood .	Loss or damage: <ul style="list-style-type: none"> • caused by frost, subsidence, ground heave or landslide • to gates, fences or hedges • due to wear and tear or gradual deterioration. We will not pay for the cost of removing any fallen trees or branches unless the tree or branch has caused damage to the buildings . The first €250 of each incident of loss or damage.
3. Subsidence or ground heave of the site on which the buildings stand or landslide.	Loss or damage in respect of apartment blocks (purpose built or converted). Loss or Damage: <ul style="list-style-type: none"> • caused by settlement due to building load, bedding down, coastal, lake or river erosion, structural alterations or repairs or demolition, defective design and/or construction, defective or inappropriate foundations and the use of faulty materials • caused by building on made-up ground or filled-in land

What is insured	What is not insured
	<ul style="list-style-type: none"> • to walls, gates, fences, hedges, terraces, patios, drives, paths, tennis hard courts unless liability is admitted under the policy for loss or damage to the home from the same cause occurring at the same time • to floor slabs unless the foundations beneath the walls are damaged at the same time by the same cause • associated with such causes arising prior to payment of premiums for the period of insurance in which a claim may arise. <p>Loss or damage if any part of the buildings suffered previous loss or damage by subsidence, ground heave or landslip unless same has been disclosed to and accepted by us.</p> <p>The first €2,500 of each incident of loss or damage.</p>
4. Stealing or attempted stealing.	<p>Loss or damage:</p> <ul style="list-style-type: none"> • while any part of the home is lent, let or sub-let, unless entry to or exit from the home is made using violence and force • caused after the home is left unfurnished or unoccupied for more than 30 consecutive days • caused by a member of the household other than domestic staff. <p>The first €250 of each incident of loss or damage.</p>
5. Riot, civil, labour or political disturbance.	<ul style="list-style-type: none"> • The first €250 of each incident of loss or damage.
6. Vandals or malicious people.	<p>Loss or damage caused:</p> <ul style="list-style-type: none"> • by someone lawfully on the premises • after the home is left unfurnished or unoccupied for more than 30 consecutive days. <p>The first €250 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>7. Escape of water from or the bursting of any fixed domestic water or heating installation. We will also pay for the escape of water from any washing machine, dishwasher, refrigerator, freezer, or fixed fish tank.</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> caused after the home is left unfurnished or unoccupied for more than 30 consecutive days to any fixed domestic water or heating installation due to wear and tear, rust, or gradual deterioration to tiles, walls, floors and ceilings caused by the gradual leakage or see page of water from all fixed sanitary ware units including baths and shower units. <p>The first €500 of each incident of loss or damage.</p>
<p>8. Escape of oil from any fixed domestic heating installation.</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> caused after the home is left unfurnished or unoccupied for more than 30 consecutive days to any fixed domestic heating installation due to wear and tear, rust, or gradual deterioration. <p>The first €500 of each incident of loss or damage.</p>
<p>9. Collision with the buildings, by aircraft, other aerial devices, road or rail vehicles, or articles falling from them, or by animals.</p>	<p>Loss or damage caused by your pets.</p> <p>The first €250 of each incident of loss or damage</p>
<p>10. Falling trees or branches.</p>	<ul style="list-style-type: none"> Loss or damage to gates, fences or hedges. Damage caused by felling or lopping of trees. We will not pay for the cost of removing any fallen trees or branches unless the tree or branch has caused damage to the buildings. <p>The first €250 of each incident of loss or damage.</p>
<p>11. Falling aerials, aerial fittings or masts.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>12. Breakage of fixed glass and sanitary ware Accidental breakage of fixed glass in windows, doors or roofs or fixed sanitary ware in the home.</p>	<p>Loss or damage caused:</p> <ul style="list-style-type: none"> after the home is left unfurnished or unoccupied for more than 30 consecutive days by vandals or malicious people lawfully on the premises. <p>The first €250 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>13. Service pipes and cables.</p> <p>Accidental damage to cables, underground pipes or underground tanks servicing the home.</p>	<ul style="list-style-type: none"> Loss or damage due to wear and tear, rust or gradual deterioration. <p>The first €250 of each incident of loss or damage or the first €2,500 of each incident of loss or damage which results in subsidence or ground heave to the Buildings which is a direct consequence of the accidental damage to cables, underground pipes or underground tanks servicing the home.</p>
<p>14. Blockage of sewer pipes.</p> <p>The cost of breaking into and repairing the pipe between the main sewer and the home following the blockage of the pipe.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>15. Rent and Alternative Accommodation.</p> <p>If the home is made uninhabitable by damage from any cause insured by this section, we will pay for:</p> <ul style="list-style-type: none"> rent you would have received and rent which continues to be payable by you, the reasonable extra cost of comparable alternative accommodation if you occupy the home, <p>but only during the period necessary to reinstate the home to a habitable condition.</p> <p>The work of reinstatement or repair must be done without delay.</p> <p>The most we will pay under this paragraph is 20% of the sum insured by this section.</p>	
<p>16. Liability to the public.</p> <p>Any amounts which you, as owner of the premises, become legally liable to pay as compensation for an accident occurring during the period of insurance which causes bodily injury to a person or accidental loss of or damage to property.</p> <p>The most we will pay for any one claim or number of claims arising from one cause is €1,300,000 plus costs agreed by us in writing.</p>	<p>Liability arising directly or indirectly from:</p> <ul style="list-style-type: none"> an agreement which imposes a liability which you would not otherwise have been under the occupation of the premises any business, profession or trade.

What is insured	What is not insured
	Liability for: <ul style="list-style-type: none"> • bodily injury to a member of your household or any other person permanently residing with you • bodily injury to a person under a contract of service or apprenticeship with you or a member of your family • loss of or damage to property owned or held in trust by or in the custody or control of you or a member of your household or any other person permanently residing with you.
17. Fire brigade charges. Charges levied by a fire authority in accordance with the provisions of the Fire Services Act 1981 in controlling or extinguishing fire affecting (or threatening to affect) the buildings in circumstances which have given rise to a valid claim under this policy. The most we will pay is €2,000 for buildings and/or contents .	
18. Extended accidental damage. The buildings are insured against any accidental damage in addition to the events under paragraphs 1 to 14 of this section.	Loss or damage: <ul style="list-style-type: none"> • caused by wear and tear or gradual deterioration, insects, vermin, corrosion, rot, mildew, fungus, atmospheric conditions, the action of light, any process of heating, drying, cleaning, decorating, alteration or repair, misuse, faulty workmanship or design, the use of faulty materials, or breakdown • caused by chewing, scratching, tearing or fouling by domestic pets. Any loss, damage or amount shown as not insured under paragraphs 1 to 14 of this section. The first €250 of each incident of loss or damage.
19. Trace and Access. We will pay up to €750 to remove or replace any part of the buildings necessary to repair any fixed domestic water or heating installation where water or oil has escaped.	Loss or damage: <ul style="list-style-type: none"> • to the item from which the escape occurred • caused after the home is left unfurnished or unoccupied for more than 30 consecutive days.

Settling claims

We will pay the full cost of repair or reinstatement as new of the damaged part of the **buildings** provided that the work is done without delay or at our option **we** will arrange for the work to be carried out. However, **we** will deduct an amount for wear and tear if:

- at the time of the loss or damage the sum insured is less than the full cost of rebuilding the **buildings** as new
- the **buildings** are in a poor state of repair or decoration.

We will not pay any cost relating to the replacement of, or work on, any undamaged or remaining items which form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design when the loss or damage is restricted to a clearly identifiable area or to a specific part and replacements cannot be matched.

If repair or reinstatement is not carried out **we** will pay the reduction in market value resulting from the loss or damage but only up to what it would have cost to rebuild or repair if such work had been carried out without delay.

The most **we** will pay under paragraphs 1 to 14, 18 and Additional costs' below is the sum insured by this section.

We will automatically reinstate the sum insured from the date of payment of any claim unless **we** have given **you** written notice to the contrary before payment.

Additional costs

We will pay the necessary and reasonable expenses that **you** incur in reinstating the **buildings** following loss or damage insured under this section, namely:

- fees to architects, surveyors, consulting engineers and others
- the cost of clearing the site and making it and the **home** safe
- the cost of complying with any government or local authority requirement following loss or damage unless **you** were given notice of the requirement before the loss or damage.

We will not pay:

- fees incurred by **you** for preparing a claim under this segment
- costs in respect of undamaged parts of the **buildings** (except the foundations of the damaged parts).

Mortgagees clause

The interest of the mortgagee shall not be prejudiced by any act or neglect by **you**, your **household** or any tenant that increases the danger of damage without the authority or knowledge of the mortgagee, provided that the mortgagee as soon as reasonably possible after becoming aware of the danger, shall give notice to **us** and pay an additional premium if required.

Index-linking

We will automatically adjust the sum insured in line with changes in the Housebuilding Cost Index issued by the Department of the Environment.

This adjustment will:

- be subject to a minimum increase of 5%
- continue after any insured loss or damage if the repairs or reinstatement are carried out without delay.

We will not charge extra premium during the period of insurance but at the end of the period **we** will calculate the renewal premium on the revised sum insured.

More than one home

When more than one **home** is insured the terms and conditions of the policy shall apply as if each is separately insured.

Selling your home

If **you** are selling your **home we** will insure the buyer up to the date the contract is completed unless he/she has arranged his/her own insurance. The buyer must keep to the terms and conditions of the policy.

Section B – Contents

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured <i>The contents are insured while in the home against loss or damage caused by the events in paragraphs 1 to 11.</i>	What is not insured
1. Fire, smoke, lightning, explosion or earthquake.	Smoke damage caused by: <ul style="list-style-type: none"> • agricultural or industrial operations • any gradually operating cause • smog. The first €250 of each incident of loss or damage.
2. Storm or flood .	Loss or damage caused by frost. The first €250 of each incident of loss or damage.
3. Subsidence or ground heave of the site on which the buildings stand or landslip.	Loss or damage in respect of apartment blocks (purpose built or converted). Loss or damage: <ul style="list-style-type: none"> • caused by settlement due to building load, bedding down, coastal, lake or river erosion, structural alterations or repairs or demolition, defective design and/or construction, defective or inappropriate foundations and the use of faulty materials • caused by building on made-up ground or filled-in land • unless the home is damaged at the same time by the same cause • to floor slabs unless the foundations beneath the walls are damaged at the same time by the same cause • associated with such causes arising prior to payment of premiums for the period of insurance in which a claim may arise.

What is insured	What is not insured
	<p>Loss or damage if any part of the buildings suffered previous loss or damage by subsidence, ground heave or landslip unless same has been disclosed to and accepted by us.</p> <p>The first €250 of each incident of loss or damage.</p>
<p>4. Stealing or attempted stealing.</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> • while any part of the home is lent, let or sub-let, unless entry to or exit from the home is made using violence and force • caused after the home is left unfurnished or unoccupied for more than 30 consecutive days • caused by a member of your household other than domestic staff. <p>The first €250 of each incident of loss or damage.</p>
<p>5. Riot, civil, labour or political disturbance.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>6. Vandals or malicious people.</p>	<p>Loss or damage caused:</p> <ul style="list-style-type: none"> • by someone lawfully on the premises • after the home is left unfurnished or unoccupied for more than 30 consecutive days. <p>The first €250 of each incident of loss or damage.</p>
<p>7. Escape of water from any fixed domestic water or heating installation, washing machine, dishwasher, refrigerator, freezer, or fixed fish tank.</p>	<p>Loss or damage caused after the home is left unfurnished or unoccupied for more than 30 consecutive days.</p> <p>The first €500 of each incident of loss or damage.</p>
<p>8. Escape of oil from any fixed domestic heating installation.</p>	<p>Loss or damage caused after the home is left unfurnished or unoccupied for more than 30 consecutive days.</p> <p>The first €500 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>9. Collision by aircraft, other aerial devices, road or rail vehicles, or articles falling from them, or by animals.</p>	<p>Loss or damage caused by domestic pets.</p> <p>The first €250 of each incident of loss or damage.</p>
<p>10. Falling trees or branches.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>11. Falling aerials, aerial fittings or masts.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>12. Breakage of glass.</p> <p>Accidental breakage while in the home of mirrors, plate glass tops to furniture, fixed glass in furniture or ceramic hobs.</p>	<p>Damage while any part of the home is lent, let or sub-let.</p> <p>Loss or damage caused:</p> <ul style="list-style-type: none"> • after the home is left unfurnished or unoccupied for more than 30 consecutive days • by vandals or malicious people lawfully on the premises. <p>The first €250 of each incident of loss or damage.</p>
<p>13. Audio, TV and video equipment.</p> <p>Accidental damage while in the home to radios, televisions, (including satellite decoding equipment) other audio or video equipment and computer equipment.</p>	<p>Damage:</p> <ul style="list-style-type: none"> • while any part of the home is lent, let or sub-let • caused by wear and tear or gradual deterioration, insects, vermin, corrosion, rot, mildew, fungus, atmospheric conditions, the action of light, any process of heating, drying, cleaning, dyeing, alteration or repair, misuse, faulty workmanship or design, the use of faulty materials, or breakdown • to records, audio, video or computer discs, tapes or cassettes • to telephones or telephone equipment, • caused by computer viruses. <p>The first €250 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>14. Personal money.</p> <p>Accidental loss of or accidental damage to money belonging to you or a member of your family, anywhere in the world, up to €400.</p>	<p>Loss of money from the home while any part of the home is lent, let or sub-let, unless entry to or exit from the home is made using violence and force.</p> <p>Stealing of money from an unattended road vehicle unless from a locked boot or concealed compartment and entry or exit is made using violence and force.</p> <p>Shortages caused by error or omission.</p> <p>Depreciation in value.</p> <p>Losses not reported to the police within 24 hours of discovery.</p> <p>Confiscation or detention by customs or other officials.</p> <p>The first €50 of each loss.</p>
<p>15. Credit cards.</p> <p>Financial loss arising from unauthorised use following loss or theft of credit cards belonging to you or a member of your family, up to €650.</p>	<p>Unauthorised use by a member of your household. Liability following breach of the terms and conditions of use.</p> <p>Confiscation or detention by customs or other officials.</p>
<p>16. Freezer contents.</p> <p>Deterioration of food or drink caused by:</p> <ul style="list-style-type: none"> • a change in temperature of the freezer or refrigerator in the home, • contamination by accidental escape of refrigerant or refrigerant fumes. <p>We will pay for the cost of replacing food and drink unfit for human consumption.</p>	<p>Deterioration resulting from the deliberate act of the supply authority.</p> <p>Any consequence of strikes, labour or political disturbances.</p>
<p>17. Contents in the open.</p> <p>The contents are insured while in the open within the boundaries of the land belonging to the home against loss or damage caused by events in paragraph 1 and paragraphs 3 to 11 of this section.</p> <p>The most we will pay is €500.</p>	<p>Any loss, damage or amount shown as not insured under paragraph 1 and paragraphs 3 to 11 of this section.</p> <p>Plants and trees.</p> <p>Loss or damage due to wear and tear, rust or gradual deterioration.</p> <p>The first €250 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>18. Contents temporarily removed.</p> <p>The contents are insured within the geographical limits while temporarily removed from the premises against loss or damage caused by:</p> <ul style="list-style-type: none"> • the events insured in paragraphs 1 to 3 and 5 to 11 of this section • stealing or attempted stealing from: <ul style="list-style-type: none"> - a bank or safe deposit or in transit directly to or from a bank or safe deposit while in the custody or control of you or a member of your household - within an occupied building, boat or caravan used for residential purposes or a building where you or a member of your family are employed, engaged in your/their business or temporarily living - any other building provided entry to or exit from the building is made using violence and force. <p>The most we will pay is 15% of the sum insured by this section.</p>	<p>Loss or damage caused by storm, flood or falling trees or branches while the contents are in transit or in the open.</p> <p>Property removed for sale or exhibition or to a furniture depository.</p> <p>Stealing of money.</p> <p>Any loss, damage or amount shown as not insured under paragraphs 1 to 11 of this section.</p> <p>The first €250 of each incident of loss or damage.</p>
<p>19. Household removal.</p> <p>Accidental loss of or accidental damage to the contents while they are:</p> <ul style="list-style-type: none"> • being moved by professional furniture removers to your new home within the geographical limits • in temporary storage, for up to 7 days in a furniture depository. 	<p>Money, gold or silver articles, jewellery or furs.</p> <p>Loss or damage:</p> <ul style="list-style-type: none"> • if you have arranged other insurance • not reported to us within 7 days of delivery to the new home. <p>Cracking, scratching or breakage of china, glass or similar brittle articles, unless packed by professional packers.</p> <p>The first €250 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>20. Accidental loss of oil or metered water.</p> <p>Loss of:</p> <ul style="list-style-type: none"> oil from a domestic heating installation metered water <p>following accidental damage to the domestic water or heating installation.</p> <p>The most we will pay is €1,000.</p>	<p>Loss or damage due to wear and tear, rust or gradual deterioration of any water or oil apparatus or installation.</p> <p>The first €250 of each incident of loss or damage.</p>
<p>21. Title deeds.</p> <p>The cost of preparing new title deeds to the premises if they are lost or damaged by a cause insured under the events in paragraphs 1 to 11 of this section while in the home or while kept in your bank for safe-keeping.</p> <p>The most we will pay is €650.</p>	<p>Any loss, damage or amount shown as not insured under paragraphs 1 to 11 of this section.</p>
<p>22. Fatal Accidents.</p> <p>Fatal injury to you and/or your spouse or partner as a direct result of:</p> <ul style="list-style-type: none"> fire, accident or assault, in the premises, an accident while travelling within the geographical limits as a fare-paying passenger in any road or rail vehicle, assault in the street within the geographical limits, provided death follows within 12 months of the injury. <p>The maximum amount payable by us is €3,250 in respect of any one incident.</p>	

What is insured	What is not insured
<p>23. Rent and alternative accommodation.</p> <p>If the home is made uninhabitable by damage from any cause insured by this section we will pay for:</p> <ul style="list-style-type: none"> • rent which continues to be payable by you • the reasonable extra cost of comparable alternative accommodation if you occupy the home • the reasonable cost of temporary storage of furniture • the reasonable extra cost of temporary accommodation for domestic pets <p>but only during the period necessary to reinstate the home to a habitable condition.</p> <p>The work of reinstatement or repair must be done without delay.</p> <p>The most we will pay under this paragraph is 20% of the sum insured by this section.</p>	
<p>24. Replacement of locks.</p> <p>The cost of replacing and fitting outside door locks to the home if the keys of such locks are stolen.</p> <p>The most we will pay is €700.</p>	<p>The first €250 of each incident of loss or damage.</p>
<p>25. Tenant's liability.</p> <p>Your legal liability as tenant for loss or damage to the buildings caused by an event in paragraphs 1 to 14 and 17 of section A – Buildings. The most we will pay is 10% of the sum insured by this section.</p>	<p>Any loss or damage or amount shown as not insured under paragraphs 1 to 14 of Section A – Buildings.</p>

What is insured	What is not insured
<p>26. Liability to domestic employees.</p> <p>Any amounts which you or a member of your family become legally liable to pay as damages for bodily injury to your domestic employees (including chauffeurs, grooms, gardeners and temporary and occasional employees or any person carrying out repairs or decorations) directly employed by you or a member of your family in connection with your premises or any temporary residence within the Republic of Ireland.</p> <p>The most we will pay for any one claim or number of claims arising from one cause is €2,600,000. (This includes all costs agreed by us in writing.)</p> <p>Where we agree to indemnify more than one party then nothing in this policy shall increase our liability to pay any amount in respect of one claim or series of claims in excess of the amount stated above.</p>	<p>Liability for:</p> <ul style="list-style-type: none"> • bodily injury to any person employed by you or a member of your family for which compulsory motor insurance or security is required under the Road Traffic Act 1961 or any subsequent amending legislation to this Act • bodily injury to any member of your family or any other person permanently residing with you.
<p>27. Liability to the public. Any amounts which you or a member of your household:</p> <ul style="list-style-type: none"> • as occupier of the premises or any other building, boat or caravan used as temporary holiday accommodation • as private individuals anywhere in the Republic of Ireland, Great Britain, the Isle of Man, the Channel Islands or Northern Ireland or elsewhere for 30 days <p>become legally liable to pay as compensation for an accident occurring during the period of insurance which causes bodily injury to any person or loss of or damage to property.</p> <p>The most we will pay for any one claim or number of claims arising from one cause is €1,300,000 plus costs agreed by us in writing.</p>	<p>Liability arising directly or indirectly from:</p> <ul style="list-style-type: none"> • an agreement which imposes a liability which you or a member of your household would not otherwise have been under • ownership of any land or building • any business, profession or trade • racing, hunting or playing polo • wilful or malicious acts • the transmission of Human Immune deficiency Virus (HIV) and/or HIV related illness including Acquired Immune Deficiency Syndrome (AIDS) and/or any mutant derivative or variations thereof however caused • the transmission of any communicable disease, by you or a member of your household.

What is insured

What is not insured

Liability arising directly or indirectly from the ownership or use of:

- aircraft (except toys and models)
- mechanically propelled vehicles (except domestic garden implements used within the boundary of the **premises**, motorised golf buggies on a golf course, motorised wheelchairs or use of a vehicle solely as a passenger having no right of control)
- any trailer caravan or vehicle trailers whether attached or not attached to a vehicle which arises in situations where compulsory insurance must be arranged under the Road Traffic Act 1961 or any subsequent amending legislation to this Act
- watercraft (except toys and models) sailboards or hovercraft
- firearms (except shotguns or airguns used for sporting activities)
- animals (except horses and pets which are normally domesticated in the Republic of Ireland).

Liability arising directly or indirectly from the ownership, possession, use or control of:

- dangerous dogs as specified in regulations made under the Control of Dogs Act 1986 or amendments thereto is not covered if such ownership, possession, use or control is not in accordance with the provisions of such regulations
- horses is not covered if such ownership, possession, use or control is not in accordance with Local Authority Bye-laws as made under the Control of Horses Act 1996 or amendments thereto.

What is insured	What is not insured
	Liability for: <ul style="list-style-type: none"> • bodily injury to a member of your household or any other person permanently residing with you, or to a person under a contract of service or apprenticeship with you or a member of your family • loss or damage to property owned or held in trust by or in the custody or control of you or a member of your household or any other person permanently residing with you • the first €125 of each incident of loss or damage in respect of temporary holiday accommodation.
<p>28. Fire brigade charges.</p> <p>Charges levied by a fire authority in accordance with the provisions of the Fire Services Act 1981 in controlling or extinguishing fire affecting (or threatening to affect) the contents in circumstances which have given rise to a valid claim under this policy. The most we will pay is €2,000 for buildings and/or contents.</p>	
<p>29. Christmas gifts.</p> <p>The sum insured by this section is automatically increased by 10% during the month of December only, to insure gifts and extra food and drink bought for the Christmas season.</p>	
<p>30. Wedding gifts.</p> <p>The sum insured by this section is automatically increased by 10% to insure wedding gifts during the period of one month before and one month after the wedding day of you or a member of your family.</p>	<p>Losses that can be recovered under another insurance.</p>

What is insured

31. Extended accidental damage.

The **contents** are insured while in the **home** against any accidental damage in addition to the events under paragraphs 1 to 13 of this section.

What is not insured

Contents lost in the **home**.

Damage to clothing (including furs), hearing aids, contact lenses, **money**, stamps, coins or medals, food or drink.

Cracking, scratching or breakage of china, marble, porcelain, glass or other similar brittle articles.

Damage caused by or arising from:

- wear and tear or gradual deterioration
- gradually operating causes
- insects, parasites or vermin
- corrosion, fungus, mildew or rot
- atmospheric or climatic conditions, frost or the action of light
- alteration, repair, maintenance, restoration, dismantling, renovation or breakdown
- chewing, scratching, tearing or fouling by domestic pets belonging to **you** or a member of your **household**
- computer viruses
- any process of cleaning, drying, dyeing, heating or washing
- faulty design or workmanship or the use of faulty materials
- demolition, structural alteration or structural repair of the **buildings**.

Any loss, damage or amount shown as not insured under paragraphs 1 to 13 of this section.

The first €250 of each incident of loss or damage.

Settling claims

We will pay the full cost of replacement as new or repair of the **contents** lost or damaged or at our option **we** will replace the **contents** or arrange for the repair work to be carried out. However, **we** will deduct an amount for wear and tear:

- for clothing, furs and linen
- for floor coverings more than 12 months old where a claim arises under paragraph 36, Extended accidental damage
- if at the time of the loss or damage the sum insured does not represent the full cost of replacement of the **contents** as new after allowing for deterioration of clothing, linen and furs.

We will not pay any cost relating to the replacement of, or work on, any undamaged or remaining items which form part of a set, suite, group or collection of articles of a similar nature, colour, pattern or design when the loss or damage is restricted to a clearly identifiable area or to a specific part and replacements cannot be matched.

The most **we** will pay under paragraphs 1 to 13, 16, 19, 20 and 31 is the sum insured by this section but see the limitations on pages 8 & 10 with regard to collections of stamps, coins or medals, satellite dishes, receivers and ancillary equipment and valuable property.

We will automatically reinstate the sum insured from the date of payment of any claim unless **we** give **you** written notice to the contrary before payment.

Index Linking

We will automatically adjust the sum insured in line with changes in the Household Durable Goods Section of the Consumer Price Index issued by the Central Statistics Office.

This adjustment will:

- be subject to a minimum increase of 5%
- continue after any insured loss or damage if the repairs or reinstatement are carried out without delay.

We will not charge extra premium during the period of insurance but at the end of the period **we** will calculate the renewal premium on the revised sum insured.

Section C – Family Personal Accident

Meaning of Words

Insured person or insured people

You, your spouse/partner and your children up to the age of 16 who are all permanently living in the **home**.

Loss of limb

Total loss by physical separation at or above the wrist or ankle, or permanent total loss of use of an entire hand, arm, foot or leg.

Loss of sight

Total and irrecoverable loss of all sight of one or both eyes.

Permanent disability

Total inability to attend to any occupation or profession which, 52 weeks after the injury, is proved to our satisfaction to be permanent.

Other words with special meanings in this section are defined on pages 9 – 11.

Table of benefits

If physical injury is the only and direct cause of:	You or your spouse/partner	Child up to 16 years
A. Death	€6,500	€650
B. Loss of one or more limbs	€6,500	€6,500
C. Loss of sight	€6,500	€6,500
D. Permanent disability	€6,500	€6,500

The cover

What is insured	What is not insured
<p>1. We will pay the amount shown in the Table of Benefits if any of the insured people suffers physical injury anywhere within the geographical limits as a result of an accident during the period of insurance.</p> <p>We will pay benefit only if death, permanent disability, loss of limb or loss of sight occurs within twelve months of the date of the accident. Only one benefit will be payable to each insured person for any one accident.</p> <p>2. Physical injury includes exposure resulting from an accident to any aircraft, vehicle or vessel, in or on which the insured person is travelling.</p> <p>3. We will pay the death benefit if an insured person disappears and after a reasonable time there is satisfactory evidence to presume that death as a result of physical injury as described above has occurred.</p> <p>A full refund must be made if it is later found that death has not occurred.</p>	<p>This applies to paragraphs 1 to 3.</p> <p>Any insured person suffering physical injury while:</p> <ul style="list-style-type: none"> • working as a professional entertainer, bus, coach or heavy lorry driver, farm labourer, window cleaner, removal contractor, demolition worker, steel erector, oil rig worker, trawlerman, diver, miner, quarryman • working at heights in excess of 30 feet or depths 5 feet below ground level • working with power-driven wood-working machinery • a member of the Armed Forces or Gardaí • on duty as a member of the Merchant Navy or Fire Brigade. <p>Physical injury occurring while:</p> <ul style="list-style-type: none"> • an insured person is motor-cycling, racing (except on foot), hunting or playing polo, mountaineering or pot-holing, parachuting, bungee-jumping or hang-gilding or playing any sport professionally • an insured person is flying (except as a fare-paying passenger). <p>Physical injury caused by an insured person being insane or under the influence of drink or drugs, committing suicide or any act of intentional self-injury or self-exposure to unnecessary danger, being or having been pregnant, or taking part in riot, or civil, labour or political disturbance.</p> <p>Any insured person aged 60 or over.</p>

Special conditions

You must notify **us** as soon as reasonably possible, and always within 30 days, of an accident likely to cause a claim.

We shall be entitled to call for:

- an examination by a medical referee appointed by **us** for a non-fatal injury
- a post-mortem examination if death occurs.

Section D – All Risks

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured	What is not insured
<p>The property all belonging to or the legal responsibility of you or a member of your household and listed under any Item number in this section is insured against accidental loss or damage anywhere in the geographical limits and elsewhere for 60 days in any one period of insurance if the schedule shows that you have selected this section.</p>	<p>Loss or damage caused by wear and tear or gradual deterioration, depreciation in value, insects, vermin, corrosion, rot, mildew, fungus, atmospheric conditions, the action of light, any process of heating, drying, cleaning, dyeing, alteration or repair, scratching, denting, breakdown, misuse, faulty workmanship or design, the use of faulty materials, confiscation or detention by customs or other officials.</p> <p>Losses of individual charms unless soldered to the bracelet.</p> <p>Breakage of strings, reeds or drum heads on musical instruments.</p> <p>Musical instruments and photographic equipment owned or held in trust by or in the custody or control of any person who uses such property for professional purposes.</p> <p>Deeds, bonds, bills of exchange, securities, documents, manuscripts, business, professional or trade goods or equipment.</p> <p>Property more specifically insured or any amount that you cannot recover from a more specific insurance because the insurer refuses or reduces the claim.</p>

What is insured	What is not insured
<p>Item 1 – Unspecified Personal Possessions</p> <p>Unspecified personal possessions, meaning jewellery, items of gold, silver or other precious metals, watches, photographic equipment, binoculars, musical instruments, prams and the like and other personal possessions normally worn or carried on the person and unspecified clothing (including furs).</p> <p>The most we will pay for any one article, set or collection is 33$\frac{1}{3}$% of the sum insured by this Item or €1,275 whichever is the less.</p> <p>Special Automatic Cover:</p> <p>Provided cover is operative under section B – Contents, the Policy automatically includes cover under this item for unspecified personal possessions up to €1,275. The most we will pay for any one article, set or collection under this automatic cover is €650.</p> <p>Where you have selected additional cover, the most we will pay for any one article, set or collection is 33$\frac{1}{3}$% of the combined sum insured under Item 1 or €1,275, whichever is the less.</p>	<p>Any article insurable under sections: E – Sports Equipment or F – Pedal Cycles.</p> <p>Money of any kind, contact lenses, dentures, camping equipment, guns or tools.</p> <p>Stealing of property from an unattended road vehicle unless from a locked boot.</p> <p>Mobile phones of any description.</p> <p>The first €100 of each incident of loss or damage.</p>
<p>Item 2 – Specified Items</p> <p>Specified items listed in the schedule.</p> <p>The most we will pay is the sum insured for the individual items.</p>	<p>The first €50 of each incident of loss or damage.</p>

Settling claims

We will pay the full cost of replacement as new or repair of the article lost or damaged less an amount for wear and tear in respect of clothing and furs or at our option **we** will replace the article or arrange for its repair. If **you** do not replace the article which is lost or damaged beyond economical repair **we** will pay the resale market value only.

Section E – Sports Equipment

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured	What is not insured
<p>The property all belonging to or the legal responsibility of you or a member of your household and listed under any item in this section is insured against accidental loss or damage anywhere in the geographical limits and elsewhere for 60 days in any one period of insurance if the schedule shows that you have selected this section.</p>	<p>Loss or damage caused by wear and tear or gradual deterioration, depreciation in value, insects, vermin, corrosion, rot, mildew, fungus, atmospheric conditions, the action of light, any process of heating, drying, cleaning, dyeing, alteration or repair, scratching, denting, breakdown, misuse, faulty workmanship or design, the use of faulty materials, confiscation or detention by customs or other officials.</p> <p>Damage to guns by internal explosion.</p> <p>Sports equipment owned or held in trust by or in the custody or control of any person who uses such property for professional purposes.</p> <p>Property more specifically insured or any amount that you cannot recover from a more specific insurance because the insurer refuses or reduces the claim.</p>
<p>Sports equipment and clothing for those sports shown in the schedule.</p> <p>The most we will pay is the sum insured for the individual items.</p>	<p>Loss or damage to:</p> <ul style="list-style-type: none"> • angling tackle while being used for shark or tunny fishing, • shuttlecocks and balls in play. <p>Damage while in use to cricket bats, squash, badminton and tennis rackets, racket strings, golf clubs or skiing equipment.</p> <p>The first €50 of each incident of loss or damage.</p>

Settling claims

We will pay the full cost of replacement as new or repair of the article lost or damaged less an amount for wear and tear in respect of clothing or at our option **we** will replace the article or arrange for its repair. If **you** do not replace the article which is lost or damaged beyond economical repair **we** will pay the resale market value only.

Section F – Pedal Cycles

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured	What is not insured
<p>The property all belonging to or the legal responsibility of you or a member of your household and listed under any item in this section is insured against accidental loss or damage anywhere in the geographical limits and elsewhere for 60 days in any one period of insurance if the schedule shows that you have selected this section.</p>	<p>This applies to all items of this section. Loss or damage caused by wear and tear or gradual deterioration, depreciation in value, corrosion, the action of light, any process of cleaning, alteration or repair, scratching, denting, breakdown, misuse, faulty workmanship or design, the use of faulty materials, confiscation or detention by customs or other officials.</p> <p>Pedal cycles owned or held in trust by or in the custody or control of any person who uses such property for professional purposes.</p> <p>Property more specifically insured or any amount that you cannot recover from a more specific insurance because the insurer refuses or reduces the claim.</p>
<p>Pedal cycles, including accessories, shown in the schedule.</p> <p>The most we will pay is the sum insured for the individual items.</p>	<p>Lamps, tyres or accessories unless the pedal cycle is lost or damaged at the same time.</p> <p>Loss or damage while the pedal cycle is being used for racing, pacemaking or trials.</p> <p>Theft of a pedal cycle outside the home unless from a locked building or immobilised by a security device.</p> <p>The first €50 of each incident of loss or damage.</p>

Settling claims

We will pay the full cost of replacement as new or repair of the article lost or damaged or at our option **we** will replace the article or arrange for its repair. If **you** do not replace the article which is lost or damaged beyond economical repair **we** will pay the resale market value only.

Section G – Trailer Caravans

Meaning of Words

Words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured	What is not insured
<p>1. We insure the property shown in the schedule belonging to or the legal responsibility of you or a member of your household against accidental loss or damage while:</p> <ul style="list-style-type: none"> • in the Republic of Ireland and the United Kingdom including transit by sea • in the continent of Europe for 60 days in anyone period of insurance including transit by sea. 	<p>This applies to both Items of this section.</p> <p>Loss or damage caused by wear and tear or gradual deterioration, depreciation in value, insects, vermin, corrosion, rot, mildew, fungus, atmospheric conditions, the action of light, any process of heating, drying, cleaning, dyeing, alteration or repair, scratching, denting, breakdown, misuse, faulty workmanship or design, the use of faulty materials, confiscation or detention by customs or other officials.</p> <p>Loss or damage while the caravan:</p> <ul style="list-style-type: none"> • is let for hire or reward or used as a permanent residence • is being used other than for social, domestic or pleasure purposes. <p>Loss or damage by storm or flood unless the caravan is anchored at each corner of the chassis by chains or wire hawsers to standard anchorage screws except:</p> <ul style="list-style-type: none"> • when the caravan is being towed or is temporarily detached during the course of a journey • when the caravan is laid up at the Insured's permanent residence either under cover or otherwise reasonably protected from high winds. <p>Property more specifically insured or any amount that you cannot recover from a more specific insurance because the insurer refuses or reduces the claim.</p> <p>The first €50 of each incident of loss or damage.</p>

What is insured	What is not insured
<p>Item 1. The caravan and its equipment, including awnings, fixtures, fittings, furnishings and utensils, in or on the caravan.</p> <p>The most we will pay is the sum insured by this item.</p>	<p>Damage to tyres by road punctures, cuts or bursts. Loss of or damage to awnings by storm or flood.</p>
<p>Item 2. Personal possessions while in the caravan or awning or in the vehicle towing the caravan. The most we will pay for any one article, set or collection is €130.</p> <p>The most we will pay in total is the sum insured by this item.</p>	<p>Deeds, bonds, bills of exchange, securities, documents, manuscripts, stamps, coins, medals or money.</p>
<p>2. We will pay the reasonable cost of protecting and removing the caravan to the nearest specialist repairers if it is disabled through damage insured by this section.</p>	
<p>3. We will pay the reasonable cost of delivering the caravan after such repair to your home.</p>	
<p>4. We will pay the necessary cost of dismantling or removing the debris of the caravan if it is damaged by an event insured by this section.</p> <p>The most we will pay is 5% of the sum insured by paragraph 1, Item 1 of this section.</p>	
<p>5. Any amounts which you or a member of your household become legally liable to pay as compensation for an accident caused by, through, or in connection with, the caravan and its equipment, which results in bodily injury to a person or loss of or damage to property.</p> <p>The accident must occur during the period of insurance.</p> <p>The most we will pay for any one claim or number of claims arising from one cause is €1,300,000 plus costs agreed by us in writing.</p>	<p>Liability arising directly or indirectly from an agreement which imposes a liability which you or a member of your household would not otherwise have been under.</p> <p>Liability for:</p> <ul style="list-style-type: none"> • bodily injury to a member of your household or to a person under contract of service or apprenticeship with you or a member of your family • an accident caused directly or indirectly by a vehicle towing a caravan or by the caravan or its equipment while being towed. <p>Liability while the caravan:</p> <ul style="list-style-type: none"> • is let for hire or reward • is being used other than for social, domestic or pleasure purposes.

What is insured	What is not insured
	Liability arising directly or indirectly from the ownership or use of any trailer caravan whether attached or not attached to a vehicle which arises in situations where compulsory insurance must be arranged under the Road Traffic Act 1961 or any subsequent amending legislation to this Act.

Settling claims

Item 1

We will pay the cost of replacement or repair of the property lost or damaged, or at our option replace the property or arrange for the repair work to be carried out, after taking off an amount for wear and tear. If to our knowledge the property is the subject of a hire-purchase or leasing agreement and **you** do not replace or repair the property that is lost or damaged **we** will make any payment to the owner. The owner's receipt will be a full and final discharge of our liability under this Item.

Underinsurance

If the sum insured on the caravan and its equipment at the time of the insured loss or damage is less than the cost of their replacement as new (after deduction for wear and tear) **you** shall be considered as being your own insurer for the difference and **we** will pay only the proportion of the loss or damage which the sum insured bears to such cost.

Item 2

We will pay the full cost of replacement as new or repair of the property lost or damaged or at our option **we** will replace the property or arrange for repair work to be carried out.

However, **we** will take off an amount for wear and tear:

- for clothing and linen
- if at the time of the loss or damage the sum insured does not represent the full cost of replacement of all the property insured as new after allowing for deterioration of clothing and linen
- if **you** do not repair or replace the property.

Underinsurance

If the sum insured on personal possessions in the caravan or awning or in the vehicle towing the caravan at the time of the insured loss or damage is less than the cost of their replacement as new (after deduction for wear and tear in respect of clothing and linen) **you** shall be considered as being your own insurer for the difference and **we** will pay only that proportion of the loss or damage which the sum insured bears to such loss.

If it is necessary to make an allowance for wear and tear then the cost of replacement as new less the allowance for wear and tear will be compared with your actual sum insured. **You** will only be paid that proportion of the loss or damage which your sum insured bears to this cost of replacement.

Section H – Boats

Meaning of Words

Property

The craft and its equipment shown in the schedule and belonging to or the legal responsibility of **you** or a member of your **family**.

Other words with special meanings in this section are defined on pages 9 – 11.

The cover

What is insured	What is not insured
<p>1. The property is insured against accidental loss or damage while:</p> <ul style="list-style-type: none"> • ashore • in transit or afloat on inland and coastal waters of the geographical limits or Europe. <p>Item 1 The craft, trolley, life-jackets, buoyancy aids and water-skis.</p> <p>Item 2 The outboard motor.</p> <p>Item 3 The trailer.</p>	<p>The excess shown in the schedule for each incident of loss or damage (except total loss or damage of the craft).</p> <p>Loss or damage caused by wear and tear or gradual deterioration, depreciation, corrosion, rot, mildew, fungus, breakdown, faulty workmanship or design, the use of faulty materials, confiscation or detention by customs or other officials.</p> <p>Loss or damage while the property:</p> <ul style="list-style-type: none"> • is let for hire or reward • is being used other than for social, domestic or pleasure purposes. <p>Stealing of gear and equipment unless entry or exit is made using violence and force or removal involves violence and force.</p> <p>Stealing of an outboard motor unless it is secured by an anti-theft device as well as its normal method of attachment.</p> <p>Stealing of a sailboard:</p> <ul style="list-style-type: none"> • from a car roof rack unless the sailboard is secured by an anti-theft device as well as its normal method of attachment • unless entry or exit is made using violence and force or removal involves violence and force.

What is insured	What is not insured
	<p>Loss or damage while the craft is left unattended at anchor or afloat on moorings (except as agreed by us in writing).</p> <p>Loss or damage to propellers while in use on craft with outboard motors of over 17hp or inboard machinery with a design speed of over 32kph.</p>
<p>2. We will pay for all salvage charges and necessary expenses incurred in minimising or averting a claim under paragraph 1 of this section.</p>	
<p>3. Any amounts which you or a member of your family become legally liable to pay:</p> <ul style="list-style-type: none"> • as compensation for an accident causing bodily injury to a person or loss of or damage to property • for the cost of any attempted or actual raising, removal or destruction of the wreck of the craft or any neglect or failure to do so. <p>The accident must occur during the period of insurance and arise from the ownership or use of the property by you or a member of your family.</p> <p>This paragraph applies equally to a person who, with your permission, is navigating or in charge of the craft or being towed on water-skis by the craft.</p> <p>The most we will pay for any one claim or number of claims arising from one cause is €1,300,000 plus costs agreed by us in writing.</p>	<p>Liability arising directly or indirectly from an agreement which imposes a liability which you or a member of your family would not otherwise have been under.</p> <p>Liability:</p> <ul style="list-style-type: none"> • for bodily injury to workmen or others whom you employ for any reason in connection with the property • occurring while the property is in transit by road • occurring while a person is being towed or is preparing to be towed by the craft in connection with paragliding, hang-gliding, water-skiing or ski-kiteing or similar sports or after the person has been towed until safely aboard the craft again. <p>Liability while the property:</p> <ul style="list-style-type: none"> • is let for hire or reward • is being used other than for social domestic or pleasure purposes. <p>Liability arising directly or indirectly from the ownership or use of vehicle trailers whether attached or not attached to a vehicle which arises in situations where compulsory insurance must be arranged under the Road Traffic Act 1961 or any subsequent amending legislation to this Act.</p>

Special conditions applying to all craft with outboard motors of over 17hp or inboard machinery with a design speed of over 32kph.

When the craft is underway **you** or another competent person must be on board and in control. Any trailer left unattended must be immobilised or fitted with an anti-theft device.

The craft must not be used in an official race or speed test.

If the craft has inboard machinery there is no insurance under this section for fire or explosion or liability resulting from them unless the craft is equipped with either an automatic or a remote controlled fire extinguisher with discharge head in the engine compartment which is properly installed and maintained in efficient working order.

Settling claims

We will pay the cost of replacement or repair of the **property** lost or damaged including associated necessary expenses but **we** may at our option replace or repair the **property** that is lost or damaged.

If **we** take this option:

- **you** shall send **us** when required all such plans, specifications and information as **we** may deem necessary
- **we** will replace or repair the **property** in a reasonable manner even though it may not be restored exactly to its former appearance and condition.

The most **we** will pay:

- for sails or protective covers that are more than three years old is two thirds of the replacement cost
- for outboard motors is the sum insured by Item 2 of this section or the market value at the time of the loss or damage whichever is the less
- under paragraph 1 is the sum insured in respect of each Item of this section.

Section I – Family Legal Protection

Meaning of Words

Events or causes

The incident or start of a transaction or series of incidents which may lead to a claim being made under this section. In employment disputes arising from a dismissal the **event or cause** shall mean the effective date of termination of employment in respect of unfair, wrongful or constructive dismissal proceedings. Events linked by cause or time shall be deemed to be one event.

Insured person

You or a member of your **family**.

Family:

Your spouse or partner and children under 23 years of age all permanently living in the **home**.

Legal costs and expenses:

The legal fees and costs of **legal proceedings** incurred by an **insured person**.

- Reasonable and proper payments made by the **solicitor** arising from **legal proceedings** on behalf of an **insured person**.
- Costs of any civil proceedings incurred by another person for which an **insured person** may be made liable by court or may pay with our consent which are not recoverable elsewhere.

Legal proceedings

Pursuit or defence of civil, tribunal or arbitration proceedings or appeals arising from them in respect of any matter described in the cover which are subject to the jurisdiction of a Court of Law within the **geographical limits**. The pursuit or defence as appropriate must be approved in advance by **us** and be for damages, specific performance or injunction.

Solicitor

The solicitor or firm of solicitors or any other suitably qualified person, firm or company nominated to act for an **insured person** (See condition 14).

Geographical Limits:

Europe and those other countries bordering the Mediterranean Sea.

Other words with special meanings in this section are defined on pages 9 – 11.

What is insured

1. **Legal costs and expenses of legal proceedings** in order to pursue a claim directly arising from one of the following **events or causes** which occurs within the period of insurance and within the **geographical limits**:

- the death or personal injury of an **insured person** or loss or damage to his or her personal effects,
- physical damage to an **insured person's** permanent place of residence.

What is not insured

Appeals unless the **insured person** notifies **us** in writing of his or her wish to appeal at least six working days before the deadline for giving notice of appeal expires, and **we** consider the appeal to have a reasonable chance of success.

Legal costs and expenses incurred:

- before **we** have written to confirm acceptance of a claim
- where the **insured person** moves permanent residence outside the Republic of Ireland
- abroad by the **solicitor** in the Republic of Ireland.

Legal costs and expenses greater than **we** have approved.

Legal costs and expenses, fines or other penalties which a Court of Criminal Jurisdiction orders an **insured person** to pay.

Claims made or considered against **us**.

Claims made by **insured persons**:

- against **you**
- amongst themselves.

Claims directly or indirectly caused by, contributed to, or arising from:

- an **insured person's** business, profession or trade unless the claim relates to the breach of his or her contract of employment in relation to unfair dismissal
- contracts of employment in respect of Company Directors
- shares in a limited Company or a share in the partnership of a firm
- any venture for gain
- deliberate or criminal act or omission of an **insured person**
- any work carried out in, on, or for the benefit of land or buildings other than the **insured person's** permanent place of residence

What is insured

What is not insured

- the planning or the construction or structural alteration of buildings or parts of them
- subsidence, mining or quarrying
- patents, copyrights, trademarks, merchandise marks, registered designs, intellectual or artistic property, secrecy and confidentiality agreements
- libel or slander
- rent registration, rent reviews, leasehold enfranchisement or any matters which in the first instance fall within the jurisdiction of rent, rates or land tribunals or any appeals relating thereto
- lease or tenancy disputes concerning a flat in a building containing more than four flats
- divorce, matrimonial matters, cohabitation, inheritance or **family** disputes
- planning including town and country planning
- any works by or under the order of any government or public or local authority
- any mechanically propelled vehicle whether on land, sea or in the air, owned, driven or used by the **insured person**, or for which he or she is legally responsible, including any caravan or trailer whilst it is attached to a motor vehicle. This shall not apply to death or personal injury to an **insured person** or loss or damage to his or her personal goods where he or she is a passenger in such vehicle
- the **insured person's** participation in motor racing, rallying, reliability trials, pacemaking, speed testing or for any purpose in connection with the motor trade.

The **insured person's** travelling expenses, subsistence allowances or compensation for absence from work.

Any **legal costs and expenses** more specifically insured or any amount that **you** cannot recover from a more specific insurance because the insurer refuses the claim.

What is insured	What is not insured
	<p>Legal fees and costs of an expert witness, unless we have agreed in advance to the calling of the witness.</p> <p>Legal costs and expenses incurred if an insured person withdraws instructions from the solicitor or from the legal proceedings.</p> <p>Legal costs and expenses if we are not satisfied that the insured person has sufficient assets to meet any judgement.</p> <p>Applications for a judicial review.</p> <p>Any claim arising under the Anti Discrimination Pay Act 1974 and amending legislation.</p>
<p>2. Legal costs and expenses of legal proceedings arising directly from the following events or causes which occur within the period of insurance and within the geographical limits in order to pursue or defend the contractual rights or duties of an insured person arising out of a contract:</p> <ul style="list-style-type: none"> • for the purchase or hire of goods or services for the private use of an insured person. This includes the purchase of an insured person's permanent place of residence • where the insured person rents, as a tenant, his or her permanent place of residence • for the sale of privately owned goods by an insured person, including the sale of the insured person's permanent place of residence • of employment entered into by an insured person but only in respect of unfair dismissal. <p>At least €125 must be in dispute and the event or cause must occur at least 90 days after the insurance started except in respect of contracts entered into after the first period of insurance has started.</p>	

What is insured

3. Legal costs and expenses of legal proceedings in order to pursue or defend a claim directly arising from the following **event or cause** which occurs within the period of insurance and within the **geographical limits**:

- an infringement of an **insured person's** legal rights arising from his or her ownership or occupation of their permanent place of residence.

The **event or cause** must occur at least 90 days after the first period of insurance has started and the alleged infringement must not have been known or anticipated by the **insured person**. The most **we** will pay for any one claim or number of claims arising from one **event or cause** is €65,000.

What is not insured

Conditions

1. An **insured person** must tell **us** in writing as soon as reasonably possible and within 180 days in any event, about any matter which could result in a claim being made under this section.
2. If, after receiving a claim **we** decide that:
 - the **insured person's** prospects of success in **legal proceedings** are insufficient
 - the interests of the **insured person** would be better served by another course of action
 - **we** cannot agree to the claim

we will write to the **insured person** giving our reasons. Subject to the rest of this condition, **we** will not then be bound to pay any **legal costs and expenses** for this claim. If the **insured person** is not satisfied with our decision the dispute must be resolved in accordance with condition 12.

3. An **insured person** must:
 - give proper instructions
 - provide information at his/her expense
 - not do anything to prejudice his/her case.
4. If any person is ordered, or agrees, to pay an **insured person** all or any **legal costs and expenses**, charges or compensation either in full or by instalments, the **insured person** will do everything possible (subject to our directions) to recover the money and hold it on our behalf. If payment is made by instalments these will be paid to **us** until **we** have recovered the total amount that the other person was ordered, or agreed, to pay by way of costs.
5. **We** will not be bound by any promise or undertaking given by an **insured person** to the **solicitor** unless **we** agree in advance and confirm this in writing.
6. An **insured person** will send **us** all bills for **legal costs and expenses** immediately on receiving them.
7. **We** will have direct access to the **solicitor** at all times. The **insured person** will instruct the **solicitor** to send **us** immediately any relevant documents, information or advice. The **insured person** will give the **solicitor** any other instructions that the **solicitor** or **we** may reasonably require.
8. The **insured person** or the **solicitor** will notify **us** immediately in writing before acceptance of the making of any offer or payment into court with a view to settlement. If the **insured person** does not accept this offer or payment and **we** consider that the outcome of the case will be equally or less favourable to the **insured person** than the offer or payment, **we** shall only be liable for any further **legal costs and expenses** after the offer or payment was made if **we** have given our authority for the case to continue.

9. If an **insured person** is unsuccessful in **legal proceedings**, he or she may not take further legal action in the same case at our expense without prior written permission.
10. If **we** request it, an **insured person** must require the **solicitor** to send his bill to be examined or certified by the Incorporated Law Society of Ireland or any other appropriate body.
11. **We** have the right to cancel this section by giving 14 days notice in writing by registered letter to your last known address and return to **you** the amount of premium in respect of the unexpired period of insurance.
12. If there is a dispute under this section it will be referred to an arbitrator in accordance with the law at the time. The arbitrator will be a **solicitor** or barrister jointly agreed by the **insured person** and **us**. The arbitrator's decision will be final and will be accepted by the **insured person** and **us**.
13. The cover under this section is operative only in respect of actions which can be brought in a Court of Law within the **geographical limits**.
14. The **insured person** does not have to accept the **solicitor** nominated by **us**. If he or she is unable to agree with **us** on a suitable **solicitor** **we** will ask the Incorporated Law Society of Ireland to name another **solicitor**. **We** and the **insured person** must accept the Law Society's nomination. In the meantime **we** may appoint a **solicitor** to act on behalf of the **insured person** to safeguard his or her interests.
15. If the **insured person** dies **we** will insure his or her legal personal representatives to pursue claims covered by this section arising from that death provided they keep to the terms of this section.

Making a claim

1. To make a claim use the Family Legal Claims telephone number (01) 207 3035 and give details of your claim. **You** will be required to complete a claim form.
2. If the claim is accepted **we** will write to confirm this and to provide the name and address of a **solicitor** whom **we** suggest should act for the **insured person**.
3. **We** may investigate the case and, subject to the final approval of the **insured person** (which will not be unreasonably withheld), try to settle it.
4. The **insured person** must co-operate with **us** and keep **us** informed of all important developments.
5. The administrator of this scheme on our behalf is MAPFRE ASISTENCIA Compania Internacional De Seguros Y Reaseguros, S.A. trading as MAPFRE ASISTENCIA Agency Ireland. Reg No 903874.
6. All letters to **us** must be sent to MAPFRE ASISTENCIA, Ireland Assist House, 22-26 Prospect Hill, Galway, Ireland. Our letters will be sent to the address shown on the schedule or, if **we** accept the claim, to the address of the **solicitor**.

Policy Conditions

These apply to **Section A** to **Section I**

In the following conditions **you** also includes any other person insured under the Policy.

1. **You** will take all reasonable steps to protect the property and prevent accidents.
2. If **you** or anyone acting for **you** makes a claim under the Policy knowing the claim to be false, **we** will not pay the claim and all cover under the Policy ceases.
3. (a) **We** have the right to cancel the Policy or any section or part of it by giving 14 days notice in writing by registered letter to your last known address and return to **you** the amount of premium in respect of the unexpired period of insurance.
(b) **You** have the right to cancel the Policy or any section or part of it by giving **us** notice in writing. **We** will return to **you** the amount of premium in respect of the unexpired period of insurance. However, no return of premium will be allowed if **you** have made a claim during the current period of insurance. If **you** cancel the Policy during the first period of insurance, **we** will deduct an administration charge from any return of premium.
4. If there is a dispute arising out of this Policy, the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by **you** and **us** in accordance with the law at the time. Claims not referred to arbitration within 12 calendar months from the date of disclaimer of liability shall be deemed to have been abandoned.
5. If **you** die **we** will insure your legal personal representatives for any liability **you** had previously incurred under the Policy provided they keep to the terms of the Policy.
6. **You** must tell **us** of any change of circumstances after the start of the insurance which increases the risk of loss, injury or damage. **You** will not be insured under the Policy until **we** have agreed in writing to accept the increased risk.
7. Upon learning of any circumstances likely to give rise to a claim **you** must:
 - tell **us** as soon as reasonably possible but immediately if there is riot damage
 - give **us** all the help and information that **we** may reasonably require
 - immediately tell the Police if loss or damage is caused by stealing, attempted stealing, malicious people, vandals, riot, civil, labour or political disturbance
 - immediately send to **us** any writ or summons or other communication **you** receive
 - give full details within 30 days of the incident together with any supporting evidence that **we** require.
8. **You** must report the loss of any credit card to the issuing company and to the Police within 24 hours of discovery.
9. **We** have the right to the salvage of any insured property.
10. **You** may not, without our consent, abandon any property to **us**.

11. **You** must not admit, deny, negotiate or settle a claim without our written consent.
12. **We** are entitled to:
 - take the benefit of your rights against another person before or after **we** have paid a claim
 - take over the defence or **settlement** of a claim against **you** by another person.
13. If at the time of a claim there is any other policy covering anything insured by this Policy (except as provided under section C) **we** will be liable only for our proportionate share.
14. Where any single event results in a claim under more than one section of the Policy, the highest **excess** only will apply.
15. All monies which become payable by **us** under this Policy shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in the Republic of Ireland.
16. Where the Insured has agreed under a separate credit agreement to pay the premium by instalments, any default in payment on the due date will automatically terminate the Policy cover immediately from the date of such default.
17. The appropriate Stamp Duty has been or will be paid in accordance with the provisions of the Stamp Duties Consolidation Act, 1999.
18. If an alteration to the policy results in an additional premium due to the Insurer or a refund premium due to the Insured, **we** will only charge or refund such premium provided the amount involved is greater than or equal to €10.

Policy Exceptions

These apply to all sections and clauses

The Policy does not cover:

1. Any event arising from war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military force or coup.
2. Loss or damage arising directly from pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
3. Any expense, consequential loss, legal liability or loss of or damage to any property directly or indirectly arising from:
 - ionising radiation 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 nuclear assembly or nuclear component.
4. Consequential loss of any kind or description incurred by **you** or any member of your **household**.

5. The cost of maintenance or normal redecoration.
6. Loss or damage caused by wear and tear or gradual deterioration.
7. Any loss or damage caused by or arising from any computer hardware or software or other electrical equipment not being able to recognise or process any date as the true calendar date. Subsequent loss or damage which is otherwise covered by the Policy is nevertheless insured.
8. Terrorism Exclusion Endorsement

The Policy does not cover any loss, damage, liability, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this endorsement an act of terrorism means an act, including but not limited to the use of violence and/or threat thereof, of any person or group(s) of persons, whether acting alone or on behalf or in connection with any organisation(s) or government(s), committed for political or other purposes including the intention to influence any government and/or to put the public or any section of the public in fear.

This endorsement also excludes loss, damage, liability, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.

If **we** allege that by reason of this exclusion, any loss, damage, liability, cost or expense is not covered by this Policy the burden of proving the contrary shall be upon **you**.

Other Clauses

Operative only if indicated in the schedule

Clause HP51 – Security Alarm Clause

It is a condition precedent to any liability of the Company in respect of stealing or attempted stealing that an intruder alarm system approved to EN50131 or IS199 Standard is fitted providing protections to all external doors and accessible windows. The intruder alarm system must be maintained in efficient working order.

You have agreed that:

1. The intruder alarm system approved by **us** will be put into full and effective operation whenever the **home** is left unattended.
2. The combination for the intruder alarm keypad will be:
 - changed from that set by the manufacturer
 - not displayed adjacent to the control box
 - changed if it becomes known to an unauthorised person.

3. The keys of the intruder alarm system will be removed:
 - from the **home** whenever the **home** is left unattended
 - from the controls when the system is in operation.

If **you** do not comply with requirements 1, 2 and 3, **we** will not pay the first €315 of each such incident of loss or damage by stealing or attempted stealing.

Clause HH141 – Security Locks Clause

It is a condition precedent to any liability of the Company in respect of stealing or attempted stealing that:

1. All external doors are fitted with a 5 lever mortise deadlock and/or a deadlocking nightlatch.
2. Sliding patio doors are fitted with a key-operated security lock.
3. All accessible windows are fitted with a key-operated lock or other effective locking mechanism.

Clause HP84 – Fire Cover only

You are only covered for fire, lightning, explosion and earthquake until the **home** is permanently occupied.

Clause HH124

Paragraph 16 of Section A buildings and Paragraph 27 of Section B Contents are extended to permit **you** to let the **home** to a family.

Clause HH125

Paragraph 16 of Section A buildings and Paragraph 27 of Section B Contents are extended to permit **you** to let the **home** to a couple.

Clause HH126

Paragraph 16 of Section A buildings and Paragraph 27 of Section B Contents are extended to permit **you** to let the **home** to a tenant.

Clause HH152 – Voluntary Excess

In accordance with the Voluntary Excess option that **you** have selected, **we** confirm that the standard Policy **Excesses** of €250 and €50 are increased to €500 wherever they appear in the Policy.

Where **we** have applied an increased **excess**, the maximum amount deducted from any one claim will be the increased **excess** as noted in your policy schedule.

Clause HH153 – Voluntary Excess

In accordance with the Voluntary Excess option that **you** have selected, **we** confirm that the standard Policy **Excesses** of €500, €250 and €50 are increased to €1,000 wherever they appear in the Policy.

Where **we** have applied an increased **excess**, the maximum amount deducted from any one claim will be the increased **excess** as noted on your policy schedule.

Complaints Procedure

At Zurich, we care about our customers and believe in building long-term relationships by providing quality products combined with a high standard of service.

If it should happen that you have cause for complaint, either in relation to your policy or any aspect regarding the standard of our service, please see the steps outlined below.

- If you have arranged your policy with Zurich through a Broker, you should firstly direct your complaint to the Broker with whom you arranged your policy.
- If you deal with us directly, you should contact the Customer Services Co-ordinator, Zurich Insurance, PO Box 78, Wexford. Telephone (01) 667 0666.

If the complaint is not resolved to your satisfaction, you should write to the Chief Executive Officer at the aforementioned address, or alternatively you may wish to contact:

- (i) Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Lo-Call: 1890 88 20 90
- (ii) Central Bank of Ireland, PO Box 559, Dame Street, Dublin 2. Lo-Call: 1890 77 77 77
- (iii) Insurance Ireland, 39 Molesworth Street, Dublin 2. Telephone: (01) 676 1914

Your right to take legal action is not affected by following any of the above procedures.

Data Protection

Zurich will hold your details in accordance with our Data Protection and Privacy Policy together with all applicable data protection laws and principles.

Information you supply may be used by us for the purposes of administering your policy (including underwriting, processing, claims handling and fraud prevention) within the Zurich Insurance Group and our partners inside and outside the European Economic Area.

We may share with our agents and service providers, members of the Zurich Insurance Group, other insurers and their agents, and with any intermediary acting for you, and with recognised trade, governing and regulatory bodies (of which we are a member or by which we are governed) information we hold about you and your claims history. This includes the Insurance-

Link database and Insurance Ireland's anti-fraud claims matching database. We may also in certain circumstances use private investigators to investigate a claim.

In order to prevent and detect fraud and the non-disclosure of relevant information Zurich may at any time:

- Share information about you with companies within the Zurich Insurance Group, other organisations outside the Zurich Insurance Group including where applicable private investigators and public bodies including An Garda Síochána
- Check and / or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this.
- Below is a sample of such databases used:
 - the Insurance Link Anti-Fraud register (for more info see www.inslink.ie)
 - the Integrated Information Data System ('IIDS') to verify information including penalty points and NCD,
 - MIAFTR (Motor Insurance Anti-Fraud and Theft Register) operated by the Association of British Insurers in the UK to logs all insurance claims relating to written-off and stolen vehicles in the UK
 - The National Vehicle File, maintained and supported by the Department of Transport, Tourism and Sport, containing details of all registered vehicles in the Republic of Ireland.
 - Companies Registration Office

The databases used are not limited to those listed above and are subject to change at any time.

Zurich may also use your personal data, the personal data of your named drivers or members of your household, information about your vehicle or property to search these agencies, databases and other publically available information to:

- Help make decisions about the provision and administration of insurance, credit and related services for you
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your insurance policies with Zurich
- Check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity
- Undertake credit searches and additional fraud searches.

Information about claims (whether by our customers or third-parties) made under policies that we provide is collected by us when a claim is made and placed on an industry database of claims known as Insurance Link. This information may be shared with other insurance companies, self-insurers or statutory authorities.

Insurance companies share claims data:

- a. to ensure that more than one claim cannot be made for the same personal injury or property damage
- b. to check that claims information matches what was provided when insurance cover was taken out
- c. and, when required, to act as a basis for investigating claims to verify recorded information or when we suspect that insurance fraud is being attempted.

The purpose of Insurance Link is to help us identify incorrect information and fraudulent claims and, therefore, to protect customers.

Information about insurers' obligations in relation to your information is contained in the Data Protection Commissioner's Code of Practice on Data Protection for the Insurance Sector which is available at www.dataprotection.ie

Under the Data Protection Acts 1988 and 2003 you have a right to know what information about you and your previous claims is held on Insurance Link. If you wish to exercise this right then please contact us at the address below.

We may also need to collect sensitive personal data (for example, information relating to your physical or mental health or the commission or alleged commission of an offence) to assess the terms of insurance we issue/arrange or to administer claims which arise.

Unless you have advised us otherwise, we may share information that you provide to companies within the Zurich Insurance Group and with other companies that we establish commercial links with so we and they may contact you (by email, SMS, telephone or other appropriate means) in order to tell you about carefully selected products, services or offers that we believe will be of interest to you.

Please email dataprotectionofficer@zurich.ie or write to us at below address if you do not wish your information to be utilised for these purposes.

You have a right of access to and a right to rectify data concerning you under the Data Protection Acts 1988 and 2003. Should you wish to exercise this right, please write to the Data Protection Officer, Zurich Insurance, PO Box 78, Wexford. To access your data, a fee of €6.35 is chargeable under the terms of the Data Protection Acts and cheque should be made payable to Zurich.

By providing us with your information and proceeding with this contract, you consent to all of your information being used, processed, disclosed, transferred and retained for the purposes of insurance administration (including underwriting, processing, claims handling and fraud prevention).

Please note that a copy of our full Data Protection and Privacy Policy can be viewed on our website www.zurichinsurance.ie or requested by writing to our **Data Protection Officer at Zurich Insurance, PO Box 78, Wexford**. Alternatively you can email dataprotectionofficer@zurich.ie

Zurich Insurance plc

PO Box 78, Wexford, Ireland.

Telephone: 01 667 0666 Fax: 01 667 0644 Website: www.zurichinsurance.ie

Zurich Insurance plc is regulated by the Central Bank of Ireland.

