

Buildings and Contents Insurance Insurance Product Information Document (IPID)



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This document provides a summary of the key information relating to this insurance policy. Complete pre-contractual and contractual information is provided in the full policy documentation.

The schedule, statement of facts and policy wording are to be read in conjunction with each other and these documents form the contract between you and us.

Pen Evolve is a product range which consists of 4 separate policy wordings, each suitable for a different occupancy status (use). Please refer to the schedule for details of which policy wording is applicable to the policy.

Pen Evolve product range:

- **Your Home**
Designed for permanent residences, ie the address where you permanently live
- **Holiday & Second Homes**
Designed for holiday homes occupied by you or holiday homes let to friends, family or third parties, weekend or weekday homes
- **Landlord**
Designed for homes occupied by tenants
- **Unoccupied**
Designed for private homes which are not lived in by anyone

What is this type of insurance?

- If buildings cover has been selected this protects the physical property of the home including outbuildings, plus permanent fixtures and fittings such as kitchen, bathroom, wooden flooring and fitted wardrobes
- If contents has been selected this protects your belongings whilst in the home
- If personal possessions and/or pedal cycles has been selected this protects your belongings whilst in the home and world-wide up to 30 days any one trip

Pen Evolve - Your Home

Your Home is designed for permanent residence, ie the address where you permanently live.

You must tell us if you no longer live at the home, if the home becomes unoccupied or if the occupancy (use) changes as this will affect the policy and could prevent any claims being paid.



What is insured?

Buildings:

This product provides up to £1,000,000 for buildings (this is based on the rebuilding cost of the home, not the selling price)

- ✓ This includes up to £50,000 for outbuildings, limited to £25,000 per outbuilding

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Subsidence, landslip and heave (please refer to the schedule as this cover is not available for all properties)
- ✓ Property owners liability up to £2,000,000
- ✓ Up to £50,000 for alternative accommodation if the home becomes uninhabitable due to an insured event

Contents:

This product provides up to £75,000 for contents

- ✓ This includes up to £30,000 for valuables, such as antique furniture or pictures

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Occupiers and personal liability up to £2,000,000
- ✓ Domestic Employee liability up to £10,000,000

Optional Covers:

Accidental damage

If you have selected accidental damage this covers you up to the sum insured for buildings or contents and is designed to provide cover for unexpected and unintended damage, caused suddenly and by an outside force.

Specified valuables

If you have specified any valuables (any item, pair or set £2,000 and above) they will be covered for the same events as contents. Specified valuables are in addition to the contents sum insured.

Personal Possessions

If you have selected personal possessions, unspecified or specified, this covers you in the home and also anywhere in the world up to 30 days per trip.

Pedal Cycles

If you have selected pedal cycles this covers you in the home and also anywhere in the world up to 30 days per trip.



What is not insured?

- × If you are not permanently living at the home you must tell us as this affects the policy. We may be able to offer cover under an alternative policy wording within the Pen Evolve product range.
- × If the home has not been lived in and occupied overnight by you for more than 30 consecutive days you must tell us
- × Building work/ renovation/ extension/ conversion in excess of £75,000 and or the work will take longer than 6 months to complete. Refer to general exclusion 1 of the policy wording for details. In addition cover is restricted for fire and theft. If roof works are taking place storm is excluded.
- × Storm or flood that has damaged gates, hedges and fences
- × Loss or damage due to deliberate acts from anyone insured under this policy, any pre-existing damage, wear and tear or a gradually operating cause
- × Commercial premises, business stock, business tools, business cash & liability arising from non-clerical business use
- × Liability claims must be notified to us within 45 days of the incident or from the date YOU become aware an incident has occurred
- × Escape of water due to water escaping or overflowing from down pipes, roof valleys, gullies or guttering or is caused by object(s) falling into a cold water storage tank and or anything dislodging the ball valve if the tank has not been fitted with a lid. The lid must be securely fitted and be designed for the tank.
- × There is no cover within contents or personal possessions for pedal cycles. All pedal cycles regardless of value must be specified.



Are there any restrictions on cover?

- ! Refer to the schedule for details of the excess that applies. This varies depending on the cause of the loss or damage
- ! Refer to schedule for any endorsements that apply, these may restrict the cover or require you to take action
- ! Inner limits apply to some sections of the cover, refer to the Pen Evolve Your Home policy wording
- ! Valuables: any item, pair or set £2,000 and above must be specified. Within the £30,000 valuables cover, jewellery and watches are limited to a total of £5,000
- ! Personal possessions: any item, pair or set £2,000 and above must be specified



Where am I covered?

- ✓ Buildings covers the home address shown on the schedule
- ✓ Contents covers your belongings whilst in the home only
- ✓ Personal possessions covers your belongings inside the home and anywhere in the world up to 30 days per trip
- ✓ Pedal cycles cover applies in the home and anywhere in the world up to 30 days per trip



What are my obligations?

- Buildings need to be insured for the full rebuilding cost including allowances for architects costs and site clearance. You must notify us if the full rebuilding cost of the home exceeds the amount shown on the schedule or if the outbuilding limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- Contents, valuables, personal possessions and pedal cycles need to be insured for the full replacement cost as new. You must notify us if the sums insured exceed the amounts show on the schedule or if the inner limits are not adequate. If you are under insurance this could affect any claims and or result in the policy being voided.
- You must tell us about any event which might lead to a claim as soon as possible. Liability claims must be notified within 45 days of the incident occurring or from the date YOU become aware an incident has occurred.
- When we are notified of a change as per Information and Changes We Need to Know About, such as a building work, the home becoming unoccupied, a change to the occupancy (use), non-clerical business use or change of address, we will tell you if this affects the policy. For example we may amend the terms of the policy, change the excess, change the endorsements, change the sums insured, require you to pay an additional premium or amend the policy to an alternative product within the Pen Evolve product range. If we cannot accept the change, we may cancel the policy in accordance with the Cancellation policy condition.
- You must comply with the terms, conditions and endorsements of this policy

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of the policy



When and how do I pay?

- Your payment method is to be agreed with your Insurance broker
- Payment is to be made at the point of sale, adjustment or renewal of the policy



When does the cover start and end?

- This insurance cover is for a 12 month period. The start date and the end date of cover (period of insurance) are specified on the schedule



How do I cancel the contract?

- You have a statutory right to cancel the policy within 14 days (this is known as the cooling off period) from the day of purchase or renewal or from the day you receive the schedule and the statement of facts, whichever is the later
If the policy has not started, we will refund the premium and the policy will be cancelled from inception. If the policy has begun, subject to no claims being made or notified during the period of insurance, you will be entitled to a refund of any premium you have paid, less a proportional deduction for the time you have been on cover.
- If you wish to cancel this insurance outside of the 14 day cooling off period, subject to no claims being made or notified we will refund the premium, less a proportionate amount for the time you have been on cover.
- If you received payment for, or are in the process of making a claim or have suffered a loss for which you are intending to make a claim, we will not refund any premium to you regardless of when you cancel the policy. The annual premium will need to be paid in full if a claim is made.

Pen Evolve - Holiday & Second Homes

Holiday & Second Homes is designed for holiday homes occupied by you or holiday homes let to friends, family or third parties, weekend or weekday homes.

You must tell us if the home becomes unoccupied or if the occupancy (use) changes as this will affect the policy and could prevent any claims being paid.



What is insured?

Buildings:

This product provides up to £1,000,000 for buildings (this is based on the rebuilding cost of the home, not the selling price)

- ✓ This includes up to £50,000 for outbuildings, limited to £25,000 per outbuilding

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Subsidence, landslip and heave (please refer to the schedule as this cover is not available for all properties)
- ✓ Property owners liability up to £2,000,000

Contents:

This product provides up to £40,000 for contents

- ✓ This includes up to £5,000 for valuables, such as antique furniture or pictures
- ✓ Up to £1,500 in total for all pedal cycles (cover only applies within the home)

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Occupiers and personal liability up to £2,000,000
- ✓ Domestic Employee liability up to £10,000,000

Optional Covers:

Accidental damage

If you have selected to add accidental damage this covers you up to the sum insured for buildings or contents and is designed to provide cover for unexpected and unintended damage, caused suddenly and by an outside force.

Specified valuables

If you have specified any valuables (any item, pair or set £1,000 and above) they will be covered for the same events as contents. Specified valuables are in addition to the contents sum insured.



What is not insured?

- ✗ If the property is not a holiday or second home you must tell us as this affects the policy. We may be able to offer cover under an alternative policy wording within the Pen Evolve product range.
- ✗ If the home has not been lived in and occupied overnight by you or a guest for more than 30 consecutive days you must tell us
- ✗ Building work/ renovation/ extension/ conversion in excess of £75,000 and or if the work will take longer than 6 months to complete. Refer to general exclusion 1 of the policy wording for details. In addition cover is restricted for fire and theft. If roof works are taking place storm is excluded.
- ✗ Storm or flood that has damaged gates, hedges and fences
- ✗ Loss or damage due to deliberate acts from anyone insured under this policy, illegal activities, any pre-existing damage, wear and tear or a gradually operating cause
- ✗ Liability claims must be notified to us within 45 days of the incident or from the date YOU become aware an incident has occurred
- ✗ Escape of water due to water escaping or overflowing from down pipes, roof valleys, gullies or guttering or is caused by object(s) falling into a cold water storage tank and or anything dislodging the ball valve if the tank has not been fitted with a lid. The lid must be securely fitted and be designed for the tank.
- ✗ Theft or attempted theft by a guest
- ✗ Malicious acts by a guest: Buildings is limited to £10,000 and contents is limited to £5,000



Are there any restrictions on cover?

- ! Refer to the schedule for details of the excess that applies. This varies depending on the cause of the loss or damage
- ! Refer to schedule for any endorsements that apply, these may restrict the cover or require you to take action
- ! Inner limits apply to some sections of the cover, refer to the Pen Evolve Holiday & Second Homes policy wording
- ! Valuables: any item, pair or set £1,000 and above must be specified
- ! Malicious acts by a guest or accidental damage by a guest – the excess or the deposit paid by the guest (whichever is greater)



Where am I covered?

- ✓ Buildings covers the home address shown on the schedule
- ✓ Contents covers your belongings whilst in the home only



What are my obligations?

- Buildings need to be insured for the full rebuilding cost including allowances for architects costs and site clearance. You must notify us if the full rebuilding cost of the home exceeds the amount shown on the schedule or if the outbuilding limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- Contents and valuables need to be insured for the full replacement cost as new. You must notify us if the sums insured exceed the amounts shown on the schedule or if the inner limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- You must tell us about any event which might lead to a claim as soon as possible. Liability claims must be notified within 45 days of the incident occurring or from the date YOU become aware an incident has occurred.
- When we are notified of a change as per Information and Changes We Need to Know About, such as a building work, the home becoming unoccupied, a change to the occupancy (use), or change of address, we will tell you if this affects the policy. For example we may amend the terms of the policy, change the excess, change the endorsements, change the sums insured, require you to pay an additional premium or amend the policy to an alternative product within the Pen Evolve product range. If we cannot accept the change, we may cancel the policy in accordance with the Cancellation policy condition.
- You must comply with the terms, conditions and endorsements of this policy

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of the policy



When and how do I pay?

- Your payment method is to be agreed with your Insurance broker
- Payment is to be made at the point of sale, adjustment or renewal of the policy



When does the cover start and end?

- This insurance cover is for a 12 month period. The start date and the end date of the cover (period of insurance) are specified on the schedule



How do I cancel the contract?

- You have a statutory right to cancel your policy within 14 days (cooling off period) from the start date or renewal of the policy or from the day on which you receive the policy or renewal documentation, whichever is later.
If the policy has not started, we will refund the premium and the policy will be cancelled from inception. If the policy has begun, subject to no claims being made or notified during the period of insurance, you will be entitled to a refund of any premium you have paid, less a proportional deduction for the time you have been on cover.
- If you wish to cancel this insurance outside of the 14 day cooling off period, subject to no claims being made or notified we will refund the premium, less a proportionate amount for the time you have been on cover.
- If you received payment for, or are in the process of making a claim or have suffered a loss for which you are intending to make a claim, we will not refund any premium to you regardless of when you cancel the policy. The annual premium will need to be paid in full if a claim is made.

Pen Evolve - Landlord

Landlord is designed for homes occupied by tenants, it is not suitable for bedsits or properties classified as a house of multiple occupancy (HMO). You must tell us if the home becomes unoccupied, if the occupancy (use) changes or if there is a change to the tenant type. For example you decide to let the property to students instead of a professional tenant. These changes will affect the policy and could prevent any claims being paid.



What is insured?

Buildings:

This product provides up to £1,000,000 for buildings (this is based on the rebuilding cost of the home, not the selling price)

- ✓ This includes up to £50,000 for outbuildings, limited to £25,000 per outbuilding

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Subsidence, landslip and heave (please refer to the schedule as this cover is not available for all properties)
- ✓ Property owners liability up to £2,000,000

Contents:

This product provides up to £25,000 for contents

- ✓ This includes up to £1,000 for valuables, such as antique furniture or pictures

Cover is available for loss or damage by events such as:

- ✓ Fire, storm, flood, theft, escape of water, escape of oil, collision, riot and malicious acts
- ✓ Occupiers and personal liability up to £2,000,000
- ✓ Domestic Employee liability up to £10,000,000

Optional Covers:

Accidental damage

If you have selected accidental damage this covers you up to the sum insured for buildings or contents and is designed to provide cover for unexpected and unintended damage, caused suddenly and by an outside force.

Specified valuables

If you have specified any valuables (any item, pair or set £500 and above) they will be covered for the same events as contents. Specified valuables are in addition to the contents sum insured.



What is not insured?

- ✗ If the property is not let to tenants you must tell us as this affects the policy. We may be able to offer you cover under an alternative policy wording within the Pen Evolve product range.
- ✗ If the home has not been lived in and occupied overnight by a tenant for more than 30 consecutive days you must tell us
- ✗ If the home is a bedsit or is classified as a house of multiple occupancy (HMO)
- ✗ Building work/ renovation/ extension/ conversion in excess of £75,000 and if the work will take longer than 6 months to complete. Refer to general exclusion 1 of the policy wording for details. In addition cover is restricted for fire and theft. If roof works are taking place storm is excluded.
- ✗ Storm or flood that has damaged gates, hedges and fences
- ✗ Loss or damage due to deliberate acts from anyone insured under this policy, illegal activities by a tenant, any pre-existing damage, wear and tear or a gradually operating cause
- ✗ Liability claims must be notified to us within 45 days of the incident or from the date YOU become aware an incident has occurred
- ✗ Escape of water due to water escaping or overflowing from down pipes, roof valleys, gullies or guttering or is caused by object(s) falling into a cold water storage tank and or anything dislodging the ball valve if the tank has not been fitted with a lid. The lid must securely be fitted and be designed for the tank.
- ✗ Malicious acts by a guest: Buildings is limited to £10,000 and contents is limited to £2,500
- ✗ Theft or attempted theft by a tenant: Buildings is limited to £5,000 and contents is limited to £2,500



Are there any restrictions on cover?

- ! Refer to the schedule for details of the excess that applies. This varies depending on the cause of the loss or damage
- ! Refer to schedule for any endorsements that apply, these may restrict the cover or require you to take action
- ! Inner limits apply to some sections of the cover, refer to the Pen Evolve Landlord policy wording
- ! Valuables: any item, pair or set £500 and above must be specified
- ! Theft/attempted theft by a tenant, malicious acts by a tenant or accidental damage by a tenant – the excess or the deposit paid by the tenant (whichever is greater)



Where am I covered?

- ✓ Buildings covers the home address shown on the schedule
- ✓ Contents covers your belongings whilst in the home only



What are my obligations?

- Buildings need to be insured for the full rebuilding cost including allowances for architects costs and site clearance. You must notify us if the full rebuilding cost of the home exceeds the amount shown on the schedule or if the outbuilding limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- Contents and valuables need to be insured for the full replacement cost as new. You must notify us if the sums insured exceed the amounts show on the schedule of if the inner limits are not adequate. If you are under insurance this could affect any claims and or result in the policy being voided.
- You must tell us about any event which might lead to a claim as soon as possible. Liability claims must be notified within 45 days of the incident occurring or from the date YOU become aware an incident has occurred.
- When we are notified of a change as per Information and Changes We Need to Know About, such as a building work, the home becoming unoccupied, a change to the occupancy (use), a change to the tenant type, or change of address, we will tell you if this affects the policy. For example we may amend the terms of the policy, change the excess, change the endorsements, change the sums insured, require you to pay an additional premium or amend the policy to an alternative product within the Pen Evolve product range. If we cannot accept the change, we may cancel the policy in accordance with the Cancellation policy condition.
- You must comply with the terms, conditions and endorsements of this policy

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of the policy



When and how do I pay?

- Your payment method is to be agreed with your Insurance broker
- Payment is to be made at the point of sale, adjustment or renewal of the policy



When does the cover start and end?

- This insurance cover is for a 12 month period. The start date and the end date of the cover (period of insurance) are specified on the schedule



How do I cancel the contract?

- You have a statutory right to cancel your policy within 14 days (cooling off period) from the start date or renewal of the policy or from the day on which you receive the policy or renewal documentation, whichever is later. If the policy has not started, we will refund the premium and the policy will be cancelled from inception. If the policy has begun, subject to no claims being made or notified during the period of insurance, you will be entitled to a refund of any premium you have paid, less a proportional deduction for the time you have been on cover.
- If you wish to cancel this insurance outside of the 14 day cooling off period, subject to no claims being made or notified we will refund the premium, less a proportionate amount for the time you have been on cover.
- If you received payment for, or are in the process of making a claim or have suffered a loss for which you are intending to make a claim, we will not refund any premium to you regardless of when you cancel the policy. The annual premium will need to be paid in full if a claim is made.

Pen Evolve - Unoccupied

Unoccupied is designed for private homes which are not lived in by anyone.

Examples include: awaiting probate, home is on the market for sale, unoccupied due to a lengthy holiday, unoccupied due to the insured being in hospital or moving into a care home, awaiting tenants or building work is due to take place.

3 levels of Unoccupied cover are available, Bronze, Silver and Gold. Please refer to the schedule for details of the cover applicable to the policy. You must tell us if the home is not unoccupied as this will affect the policy and could prevent any claims being paid.



What is insured?

Sums Insured:

Level of Cover	Buildings	Contents
Bronze/ Silver/ Gold	Up to £1,000,000	Up to £25,000

Buildings:

This is based on the rebuilding cost of the home, not the selling price)

- ✓ This includes up to £50,000 for outbuildings, limited to £25,000 per outbuilding

Contents:

- ✓ This includes up to £1,000 for valuables, such as antique furniture or pictures

Key cover available:

Bronze	Fire, smoke damage, lightning, explosion, earthquake. Buildings: Up to £2,000,000 for property owners liability Buildings or Contents: Up to £10,000,000 for domestic employee liability
Silver	Fire, smoke damage, lightning, explosion, earthquake, storm, flood, escape of oil, theft, collision, riot, malicious acts. Buildings: Up to £2,000,000 for property owners liability Contents: Up to £2,000,000 for liability to contents Buildings or contents: Up to £10,000,000 for domestic employee liability.
Gold	Fire, smoke damage, lightning, explosion, earthquake, storm, flood, escape of water, oil, escape of oil, theft, collision, subsidence/landslip/heave, riot, malicious acts. Buildings: Up to £2,000,000 for property owners liability Contents: Up to £2,000,000 for liability to contents Buildings or contents: Up to £10,000,000 for domestic employee liability.

Optional Cover:

Specified valuables

If you have specified any valuables (any item, pair or set £500 and above) they will be covered for the same events as contents. Specified valuables are in addition to the contents sum insured.



What is not insured?

- ✗ If the property is not unoccupied you must tell us as this affects the policy. We may be able to offer you cover under an alternative policy wording within the Pen Evolve product range.
- ✗ Building work/ renovation/ extension/ conversion in excess of £75,000 and or if the work will take longer than 6 months to complete. Refer to general exclusion 1 of the policy wording for details.
Bronze, Silver & Gold: cover is restricted for fire.
Silver & Gold: theft is restricted and if roof works are taking place storm is excluded.
- ✗ Silver & Gold cover: Storm or flood that has damaged gates, hedges and fences
- ✗ Loss or damage due to deliberate acts from anyone insured under this policy, any pre-existing damage, wear and tear or a gradually operating cause
- ✗ Liability claims must be notified to us within 45 days of the incident or from the date YOU become aware an incident has occurred
- ✗ Silver or Gold cover: Theft/Attempted Theft greater than £500 for contents in OUTBUILDING(S) or a garage
- ✗ Gold cover, Escape of Water £2,500 excess
No cover due to water escaping or overflowing from down pipes, roof valleys, gullies or guttering or is caused by object(s) falling into a cold water storage tank and or anything dislodging the ball value if the tank has not been fitted with a lid. The lid must securely be fitted and be designed for the tank.
Between 1st October and 1st April, no cover unless the water supply is turned off at the mains and all pipes/tanks/ apparatus are drained or the central heating system is continuous on and set to a minimum temperature of 15 degrees centigrade at all times
- ✗ You must tell us if minimum security is not in operation at all times when the home is unattended



Are there any restrictions on cover?

- ! Refer to the schedule for details of the excess that applies. This varies depending on the cause of the loss or damage
- ! Refer to schedule for any endorsements that apply, these may restrict the cover or require you to take action
- ! Inner limits apply to some sections of the cover, refer to the Pen Evolve Unoccupied policy wording
- ! Valuables: any item, pair or set £500 and above must be specified



Where am I covered?

- ✓ Buildings covers the home address shown on the schedule
- ✓ Contents covers your belongings whilst in the home only



What are my obligations?

- Buildings need to be insured for the full rebuilding cost including allowances for architects costs and site clearance. You must notify us if the full rebuilding cost of the home exceeds the amount shown on the schedule or if the outbuilding limits are not adequate. If you are under insured this could affect any claims and or result in the policy being voided.
- Contents and valuables need to be insured for the full replacement cost as new. You must notify us if the sums insured exceed the amounts show on the schedule of if the inner limits are not adequate. If you are under insurance this could affect any claims and or result in the policy being voided.
- You must tell us about any event which might lead to a claim as soon as possible. Liability claims must be notified within 45 days of the incident occurring or from the date YOU become aware an incident has occurred.
- When we are notified of a change as per Information and Changes We Need to Know About, such as a building work or the home is no longer unoccupied we will tell you if this affects the policy. For example we may amend the terms of the policy, change the excess, change the endorsements, change the sums insured, require you to pay an additional premium or amend the policy to an alternative product within the Pen Evolve product range. If we cannot accept the change, we may cancel the policy in accordance with the Cancellation policy condition.
- You must comply with the terms, conditions and endorsements of this policy

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of the policy



When and how do I pay?

- Your payment method is to be agreed with your Insurance broker
- Payment is to be made at the point of sale, adjustment or renewal of the policy



When does the cover start and end?

- This insurance cover is for a 12 month period. The start date and the end date of the cover (period of insurance) are specified on the schedule



How do I cancel the contract?

- You have a statutory right to cancel your policy within 14 days (cooling off period) from the start date or renewal of the policy or from the day on which you receive the policy or renewal documentation, whichever is later. If the policy has not started, we will refund the premium and the policy will be cancelled from inception. If the policy has begun, subject to no claims being made or notified during the period of insurance, you will be entitled to a refund of any premium you have paid, less a proportional deduction for the time you have been on cover.
- If you wish to cancel this insurance outside of the 14 day cooling off period, subject to no claims being made or notified we will refund the premium, less a proportionate amount for the time you have been on cover.
- If you received payment for, or are in the process of making a claim or have suffered a loss for which you are intending to make a claim, we will not refund any premium to you regardless of when you cancel the policy. The annual premium will need to be paid in full if a claim is made.