

Company: The National Farmers Union Mutual Insurance Society Limited.
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Regulation Authority and regulated by the Financial Conduct Authority
and the Prudential Regulation Authority (No 117664).

Product: NFU Mutual Bespoke Insurance

This document is a summary of what this type of insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation.

What is this type of insurance?

Home buildings and contents insurance. Buildings insurance covers your main home and its garages, glasshouses, stables, outbuildings, walls, gates, hedges, fences, tennis hard courts, swimming pools, terraces, drives, footpaths, and any fixtures and fittings. Contents insurance covers the things in your home, including household goods and personal items, valuables, money and credit cards.



What is insured?

- ✓ The costs of repairing or replacing damage or loss, to buildings and contents, up to the amount you have chosen, including accidental damage
- ✓ The cost of somewhere to stay if your home can't be lived in due to insured damage
- ✓ Costs relating to a home emergency, such as boiler breakdown or burst pipes, up to £1,500 for each claim
- ✓ Replacing locks if your keys are lost or stolen
- ✓ Damage caused by your domestic pets up to £5,000
- ✓ Your legal liability for injuries to others or damage to their property, up to £10 million
- ✓ Legal costs up to £100,000 to help you, or your family living in your home, with the cost of legal representation, including an identity theft support service
- ✓ Access to a 24-hour emergency helpline.

Buildings

- ✓ The cost of tracing leaks in water pipes or oil fired heating systems
- ✓ The cost of adapting your home up to £50,000, if you or a family member acquires a disability during the period of cover
- ✓ Fly tipping, the cost of removing rubbish or waste material left on your land up to £50,000
- ✓ The cost of alternative stabling if your domestic stables are damaged.

Contents

- ✓ Fine art and collections and valuables, including jewellery, up to £10,000 in total and £10,000 for each item, pair or set
- ✓ Money in the home up to £10,000, and the unauthorised use of credit cards up to £50,000
- ✓ Contents in your garden up to £50,000
- ✓ Trees, plants, shrubs and lawns up to £50,000 or 10% of the insured rebuild cost of your home
- ✓ Small boats and equipment up to £5,000
- ✓ Student belongings away from home.

Additional cover you can choose to pay for:

- Valuables with a single item, pair or set amount over £10,000
- Extended fine art and collections cover
- Cover for additional properties, such as holiday or second homes, in the UK
- Cover for small businesses if you work from home, or have a smallholding.



What is not insured?

- ✗ Any excess, which is the amount you'll need to pay towards a claim. You can also choose an additional voluntary excess that will help reduce your premium. Your policy documents will outline where these apply
- ✗ Damage or loss caused by lack of general maintenance, wear and tear, and loss of value over time
- ✗ Any costs of replacing, repairing or restoring your buildings and contents above the amount you've insured them for
- ✗ Storm or flood damage to gates or fences
- ✗ Adapting your home due to an acquired disability if you receive compensation elsewhere
- ✗ Home emergency cover for damage caused by any gradual process
- ✗ Damage to trees, plants, shrubs and lawns by your livestock
- ✗ Boats used for business, racing or speed testing
- ✗ Cover for items permanently kept away from the address shown on your policy schedule.



Are there any restrictions on cover?

- ! £20,000 single item limit for any unspecified contents, garden items and personal belongings
- ! Valuables stolen from a motor vehicle are restricted to £1,000 unless kept in a locked vehicle, boot or glove compartment
- ! For any claim involving clothing, an amount will be deducted for wear and tear
- ! Damage to trees, plants, shrubs and lawns by causes listed in the policy wording
- ! Theft of a pedal cycle away from your home, unless it's locked to something immobile
- ! Legal liability for quad bikes, motorbikes under 51cc, golf buggies and domestic garden equipment is restricted up to £2 million
- ! If your home does not have enough furniture for normal living purposes for more than 14 days, or if it is unoccupied for more than 60 days, restrictions in cover listed in the policy document apply.



Where am I covered?

- ✓ Buildings, home emergency, legal costs and boats in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands
- ✓ Boats are also covered up to 60 days per year in Europe, as defined in the policy wording
- ✓ Worldwide for all other cover not mentioned above.



What are my obligations?

- Maintain the property in good condition, and take care to prevent any accidents, injury or damage
- Notify us of any changes to your personal circumstances as outlined in the policy wording, including any plans to carry out building works costing more than £100,000 at least 21 days before work starts
- Meet any minimum security and valuation requirements that apply to the policy
- Pay the premium and tell us about any claims or incidents that may lead to a claim as soon as possible
- Be honest and accurate in all the information you give us, to the best of your knowledge, and don't make a fraudulent or exaggerated claim.



When and how do I pay?

You can pay your premium as a one-off annual payment by bank transfer, cheque or with a debit or credit card. Alternatively, with prior agreement, you may pay in 12 monthly instalments by direct debit from a UK bank account at no extra charge.

In addition, we don't charge administration fees for making changes to your policy.



When does the cover start and end?

Your policy will normally run for a period of 12 months. The start and end date of your insurance cover will be stated in your policy schedule. The policy is renewable each year.



How do I cancel the contract?

You may cancel your policy at any time by calling us or writing to us. If you have not made a claim, we will refund the part of your payment that applies to the remaining cover which has been cancelled.