

# Policy Summary



**ARO**

Product **Residential  
Landlord**

# Residential Property Owners

## Policy Summary

Aro Landlord is a trading name of Aro Underwriting Group Limited, who are authorised to underwrite and administer your policy on behalf of Allied World Assurance Company (Europe) dac and Liberty Mutual Insurance Europe SE (LMIE).

Allied World Assurance Company (Europe) dac, a private company (company number 361888, EEA/FCA no.: 219772) registered in Ireland with its registered office at 3rd Floor Georges Quay Plaza, Georges Quay, Dublin 2, Ireland and its UK branch office at Floor 19, 20 Fenchurch Street, London EC3M 3BY. Authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority.

LMIE trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. Registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company.

LMIE's UK branch registered address is 20 Fenchurch Street, London, EC3M 3AW which is authorised by the Commissariat aux Assurances and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority (registered number 829959). Details about the extent of regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from LMIE on request.

The Residential Property Owners' policy is a flexible policy offering cover on a sum insured basis for loss or damage to buildings and/or contents. It is designed to meet the demands and needs of landlords who wish to ensure their properties are protected. You specify the levels of cover you need for your requirements.

Optional features are also available, and these can be used to amend the policy cover to meet wider requirements that you may have.

This Policy Summary does not describe all the terms and conditions of your policy, so please take the time to read the policy document to make sure you understand the cover it provides.

Your cover is valid for 12 months and is renewable annually.

## Significant features and benefits of the policy

### Section 1 – Buildings

Loss or damage to the buildings caused by fire, explosion, lightning, earthquake, smoke, riot, malicious acts, storm, flood, escape of water or oil, theft or attempted theft, collision, falling aerials and trees, subsidence, ground heave and landslip

Cover up to the buildings sum insured as shown in the policy schedule

Cables, Pipes, Tanks

Accidental damage for which you are legally responsible

Trace and Access

Cost of locating the source of the damage caused by escape of water or oil up to £2,500

Temporary Accommodation and Loss of Rent

Temporary Accommodation and Loss of rent if your property is uninhabitable due to damage covered by this section up to 30% of the sum insured

Emergency Access/Landscape Gardens

Cost of making good loss or damage to the buildings or landscaped gardens or

grounds caused by a member of the emergency services to prevent loss or damage to the property up to £1,000.

#### Replacement of Locks

Cost of replacement of locks at the property following theft of keys up to £500.

#### Unauthorised use of Electricity Gas or Water

Cost of metered electricity gas or water for which you are legally responsible arising from its unauthorised use by people taking possession or occupying the property without your authority up to £1,000

#### Property Owners' Liability

Legal liability as owner but not occupier of the property

or

Legal liability under Defective Premises Act

Up to the limit of indemnity specified in your schedule plus costs

#### Accidental Damage (optional cover)

This cover only applies if you have selected it and it is shown in your schedule

## Section 2 – Contents

Loss or damage to the contents caused by: fire, explosion, lightning, earthquake, smoke, riot, malicious acts, storm, flood, escape of water or oil, theft or attempted theft, collision, falling aerials and trees, subsidence, ground heave and landslip

Cover up to the contents sum insured as shown in the policy schedule

#### Property Owners' Liability

Legal liability as owner of landlord's contents for damages arising out of accidental bodily injury or accidental damage up to the limit of indemnity specified in your schedule plus costs

#### Accidental Damage (optional cover)

This cover only applies if you have selected it and it is shown in your schedule

# Significant and unusual exclusions or limitations of the policy

## All Sections

### Infectious or Contagious Disease

Any loss, damage, liability, cost or expense in any way caused by or resulting from:

- a) infectious or contagious disease;
- b) any fear or threat of a) above; or
- c) any action taken to minimise or prevent the impact of a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

## Section 1 – Buildings

The amount up to the excess shown in your schedule

Escape of water or oil, theft or attempted theft, malicious acts or accidental breakage of fixed glass, sanitary ware and ceramic hobs while your property is unoccupied

### Cables, Pipes, Tanks

Damage caused to pitch fibre drains and by any inherent defect of the fabric of the drains

### Property Owners Liability

Property owners' liability arising from the occupation of the buildings or to any business use of the building

## Section 2 – Contents

The amount up to the excess shown in your schedule

Malicious acts, theft or attempted theft caused by you, your family, lawful tenants or guests or while your property is unoccupied

Contents in any outbuilding in excess of 5% of the total contents sum insured

Legal Liability

Legal Liability arising from

- Bodily injury to you or a family member or an employee
- Damage to property owned or the ownership of any land or building
- Ownership, or use of road vehicles, aircraft, watercraft, firearms or animals other than domestic pets not defined in the Dangerous Dogs Act 1999

## Customer Information

Should you need to make a claim:

The Claims Manager for the purpose of the Claims Conditions is;  
Davies Managed Systems, 4th Floor, Telecom House, Trinity Street, Hanley, Stoke on Trent, ST1 5NA.

To notify a loss, or a circumstance, claim or an Impending prosecution etc. under Section 2 email:

[newclaim.alliedworld@davies-group.com](mailto:newclaim.alliedworld@davies-group.com)

All other communications with the Claims Manager shall be sent by email to:

[post.alliedworld@davies-group.com](mailto:post.alliedworld@davies-group.com)

or by post or by hand to DMS at the above address.

The Claims Manager will also be available on 0344 856 3285.



Immediately tell the Police following loss or damage by theft, attempted theft, malicious damage, violent disorder, riots or civil commotion and obtain the Crime Reference Number

Please also refer to “Claims **Conditions**” on page 15

## How to cancel your policy

You have the right to cancel this policy for whatever reason within 14 days of the commencement of this policy or from when you get your policy documentation (whichever happens later) and you will receive a full return of any premium paid, unless a claim has been made.

If you cancel after 14 days of the commencement of this policy or from when you get your policy documentation (whichever happens later) and provided that you have not had a claim accepted under this policy, we will refund the premium for the exact number of days remaining in the current period of insurance minus an administration fee of £15 to cover our administration costs.

If no premium has been paid and you have not had a claim accepted under this policy, we only will charge you for the exact number of days for which you have had this policy (inclusive of Insurance Premium Tax) minus an administration fee of £15 to cover our administration costs.

If a claim has been accepted under this policy, no refund of premium for the unexpired portion of the current period of insurance will be returned to you.

In order to cancel this policy, please contact your Broker.

## How to make a complaint

General Insurance Complaint Procedure-

If you feel dissatisfied with the service you have received

Our Service

Our aim is always to provide you with the highest level of customer service. If you feel that we have failed to maintain this standard, then this document outlines the procedure we will use to deal promptly and fairly with any issue you raise.



Please note that we record and monitor all complaints centrally to make sure the matter is dealt with properly and that action is taken to avoid a similar problem arising in the future.

#### What to do next

If you wish to make a complaint, you can do so at any time, free of charge, by referring the matter by e-mail, in writing, by telephone or in person to

E: [ian.page@aro-underwriting.com](mailto:ian.page@aro-underwriting.com)

W: [www.aro-underwriting.com](http://www.aro-underwriting.com)

#### Customer Services

Aro Underwriting Group Ltd,  
Sackville House,  
55, Buckhurst Avenue,  
Sevenoaks.  
Kent  
TN13 1LZ  
T: 01732 783575

#### What we need to know

Please make sure you are able to quote your policy details, including your policy number.

#### What we will do

If we resolve your complaint to your satisfaction within 3 business days after the day of receipt, you will receive a Summary Resolution Communication in writing. This response will include the fact that a complaint was made and is now considered resolved, either by accepting the complaint and offering redress; or rejecting the complaint with a full explanation.

If we are unable to resolve your complaint by the close of 3 business days, we will escalate this to a formal complaint stage. We will notify you with an acknowledgment letter, outlining timescales and the details of who will be handling your complaint. We will send you a final response letter within 8 weeks of receipt of the complaint. In some circumstances, if the complaint concerns the insurers of your policy we will make sure your complaint is passed to them in order to respond to you



quickly to proceed in accordance with the process as explained above. If that is the case, they will contact you direct and explain when you will hear further from them.

If you wish you can complain direct to your insurer please see their contact details as follows:

Complaints Manager  
Allied World Assurance Company (Europe) dac  
19<sup>th</sup> Floor, 20 Fenchurch Street  
London EC3M 3BY  
Phone: 0207 220 0600  
Email: [AWE.Complaints@awac.com](mailto:AWE.Complaints@awac.com)

If after making a complaint you are still not satisfied or the company or us have failed to respond to your complaint(s) within 8 weeks of receipt of your complaint, you may be entitled to refer the dispute to the Financial Ombudsman Service ("FOS") which is a free and impartial service, and may be contacted at:

Exchange Tower  
Harbour Exchange  
London, E14 9SR  
E: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
T: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at;

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Making a complaint will not affect your right to take legal action.

To confirm whether you are eligible to ask the FOS to review your complaint please contact them at <https://www.financial-ombudsman.org.uk/consumer/complaints.htm>

Further information regarding eligibility criteria to submit a complaint to the FOS is available in the following link: <https://sme.financial-ombudsman.org.uk/complain/complaints-can-help>

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS compensates the customers of an insurer or insurance intermediary if it is unable to meet its obligations under a policy due to financial difficulties (for example, if it has been placed in provisional liquidation or administration).

Full details and further information on the scheme are available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk)

Aro Underwriting Group Ltd  
Riverside House  
River Lawn Road  
Tonbridge  
Kent  
TN9 1EP  
T: 01732 783 575  
[www.aro-underwriting.com](http://www.aro-underwriting.com)

ARO, ARO Plus and Willow are trading names of ARO Underwriting Group Limited which is an Appointed Representative of HISL Brokers Limited a company authorised and regulated by the Financial Conduct Authority under firm reference number



505452 to carry on insurance distribution activities. ARO Underwriting Group Limited is registered in England and Wales company number 07491066. Registered office at Sackville House, 55 Buckhurst Avenue, Sevenoaks, Kent, TN13 1LZ.