

your right / to know



A summary of our Release
investment property insurance policy

ROI January 2012

need customer
assistance or want
to make a claim
please call us on:

1890 24 7 365

a summary /
**of our Release
investment property
insurance policy**



We know that insurance can be a complicated business and it's essential that you make the right choices for you and your home. This document is here to help we use plain English to make it easy to follow.

This document is a summary of your policy cover. It explains, as clearly as we can, what you are covered for and what you are not covered for. It does not replace the policy. When you take out a home insurance policy we recommend that you read the full policy document and schedule together. You can then make sure that the product meets your needs.

If you have any questions now or in the future, please contact your nearest AXA Insurance branch or phone us on **1890 24 7 365**.

A handwritten signature in blue ink, appearing to read 'John O'Neill', is positioned above the printed name.

John O'Neill
Chief Executive

first
things
first

Our Release policy
can protect you
against loss and
damage to your
buildings and
contents.

our policy at a glance/

this is a summary of policy features and benefits.

Policy section	What is covered?	What you are covered for:	Extra cover we include as standard	Significant exclusions and limits
A – Buildings	<p>We will cover:</p> <ul style="list-style-type: none"> • your home and its walls, drives and patios; and • permanent fixtures and fittings such as kitchen units, bathroom fittings and fitted wardrobes. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • fire; • storm or flood; • water or oil escaping; • stealing; • malicious acts; and • subsidence. <p>We will include accidental damage free of charge if you buy accidental damage for your contents.</p>	<p>We will also cover:</p> <ul style="list-style-type: none"> • accidental damage to cables and underground pipes and septic tanks; • accidental breakage of windows or sanitaryware; • loss of rent and the cost of alternative accommodation while insured repairs are being carried out and the home is unfit to live in (up to 20% of your buildings sum insured); • replacing locks if the keys are stolen from your home (up to €750); and • the cost of finding a leak (up to €750). 	<ul style="list-style-type: none"> • We will not pay the first €350 of any claim (known as an excess). For subsidence claims we will not pay the first €5,000. • For escape of water claims we will not pay the first €1,000. • We will not cover loss or damage caused by stealing or attempted stealing, malicious damage or water or oil escaping if the home has not been lived in for more than 40 days in a row. • We will not cover the first €3,000 for malicious damage caused by people legally in the home. • We will not cover storm and flood damage to felt roofs over 5 years old unless you can prove that the roof has been inspected by a professional builder every 3 years. • We will not cover loss or damage caused by water escaping from shower units and baths through seals or grouting.
B – Contents	<p>We will cover:</p> <ul style="list-style-type: none"> • furniture, carpets, furnishings and household goods. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • fire; • storm or flood; • water or oil escaping; • stealing; • malicious acts; and • subsidence. <p>You can include accidental damage cover for an extra premium.</p>	<p>We will also cover:</p> <ul style="list-style-type: none"> • contents in the open up to €750; and • accidental damage to landlords contents. 	<ul style="list-style-type: none"> • We will not cover the first €350 of any claim (known as an excess). • For escape of water claims we will not pay the first €1,000. • We will not cover loss or damage caused by stealing or attempted stealing, malicious damage or water or oil escaping if the home has not been lived in for more than 40 days in a row. • We will not cover the first €1,500 for malicious damage caused by people legally in the home.

our policy at a glance

this is a summary of policy features and benefits.

Policy section	What is covered?	What you are covered for:	Extra cover we include as standard	Significant exclusions and limits
C - Liability	<p>We will cover:</p> <ul style="list-style-type: none"> • your legal liability to others as owner of the property insured by the policy; and • your legal liability to domestic employees. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • your legal liability to others up to €3,000,000; and • your legal liability to domestic employees up to €3,000,000. 	None	<p>We will not cover:</p> <ul style="list-style-type: none"> • your liability from carrying out any trade business or profession; • your liability arising from using any mechanically-propelled vehicle; or • your liability arising from you owning or using dogs in breach of the Control of Dogs Acts.
E - Landlord's legal costs	<p>We will cover:</p> <ul style="list-style-type: none"> • advisers' costs to pursue proceedings against a tenant to recover possession of the buildings where the tenant is in breach of Section 16 or Section 78 (j) of the Residential Tenancies Act relating to the rightful occupation of the buildings. • advisers' costs to pursue proceedings for nuisance or trespass against the person or organisation infringing your legal rights in relation to the buildings. 	<p>We will insure you against:</p> <ul style="list-style-type: none"> • legal advisor's costs up to €75,000 in total 	None	<p>We will not cover:</p> <ul style="list-style-type: none"> • you if you are in breach of any aspect of the Residential Tenancies Act; • disputes where the total involved, including tax, is less than €375; and • costs relating to nuisance or trespass unless the nuisance or trespass started 180 days after you purchase this cover.

Important things you should know/

How long the policy lasts

Your policy will run for 12 months from the date and time shown on the schedule. If we agree to provide cover for less than 12 months, the schedule will show when your policy ends.

Cooling-off period

If you are unhappy with your new policy, you can cancel within 14 days by giving notice in writing. We will refund your premium, less a deduction in respect of the period you were on cover, provided you have made no claim.

Cancelling your policy

To cancel your policy, you must let us know in writing and we will only charge you for the period you were covered, provided you have made no claim.

Our rights to cancel

If the company cancels your policy, we will send you 10 days' notice by registered letter to your last known address. We will only charge you for the period you were covered.

The law and language of the contract

Both you and we can choose the law within the European Union which applies to the contract. We propose that the law of the Republic of Ireland will apply. The language used in the policy and any communications relating to it will be in English.

No-claim discount and how it works

For every insurance year you do not make a claim we will reduce your premium in accordance with the 'no claims discount' scale operative at the time. The maximum discount which you can earn is the equivalent of three years claim free. If you make a claim, you will lose any no-claim discount earned.

Fraud

You are under a duty to tell us all facts likely to influence how we assess, and if we accept, your proposal. If you do not, we may cancel your policy, declare the contract to be void and refuse to pay any claim under the policy as well as any other rights we may have under the policy. It is in your own interest to mention these facts. If you are in any doubt whether certain facts are important, please ask us.

Caring for you

There may be times when you feel you do not receive the service you expect from us. This is our complaints process to help you.

- For a complaint about your policy, contact your local AXA Insurance branch.
- For a complaint about your claim, contact our claims action line on 1890 24 7 365.

If we cannot sort out your complaint, you can contact our Customer Care Department on 1890 211850 or:

- email: axacustomer@axa.ie ; or
- write to AXA Insurance, Customer Care Department, Freepost, Dublin 1.

If you are unhappy with the way we have dealt with your complaint, you may be able to refer to:

- the Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 :Local number 1890 88 20 90, Fax: 01 6620890. Email: enquiries@financialombudsman.ie Website: www.financialombudsman.ie

Our promise to you

- We will reply to your complaint within 5 working days.
- We will investigate your complaint.
- We will keep you informed of progress.
- We will do everything possible to sort out your complaint.
- We will use feedback from you to improve our service.

we're here to help/

If you have questions or need help with a claim, contact us on **www.axa.ie** or ring us on **1890 24 7 365**.



Corporate member of
Plain English Campaign
Committed to clearer communication

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