

# AXA Home Insurance

## Insurance Product Information Document

This applies to Direct customers from 1st November, 2021 and Broker customers from 1st January, 2022.



**Company:** AXA Insurance dac

**Product:** Home Insurance

AXA Insurance dac is regulated by the Central Bank of Ireland Ref. No C713

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre contract and contractual information about the product is provided in your policy documents.

## What is this type of insurance?

This is a home insurance policy. It provides cover for loss or damage to your private dwelling and/or contents including personal belongings.



### What is insured?

**Loss of or damage to your buildings and/or contents including personal belongings caused by:**

- ✓ Fire, smoke, lightning, explosion or earthquake
- ✓ Storm or flood
- ✓ Riot, strikes, labour and political disturbances
- ✓ Malicious damage
- ✓ Escape of water or oil
- ✓ Subsidence
- ✓ Theft or attempted theft
- ✓ Falling trees or branches
- ✓ Impact by aircraft, vehicle, train or animal
- ✓ Emergency home assistance (up to €500 for roofs, €250 otherwise)

**The policy also covers**

**Under the buildings section (if you have chosen this cover)**

- ✓ Accidental damage to underground services
- ✓ Debris removal & rebuilding fees (up to 10% of the building sum insured)
- ✓ Breakage of fixed glass and sanitaryware
- ✓ Loss or rent receivable (up to 20% of the building sum insured)
- ✓ Replacement locks (up to €750)
- ✓ Fire brigade charges (up to €3,000)
- ✓ Finding a leak (up to €750)
- ✓ Alternative accommodation (up to 20% of the building sum insured)
- ✓ Your legal liability to the public as the property owner and/or as occupier (if contents cover selected) up to €3,000,000

**Under the contents section (if you have chosen this cover)**

- ✓ Accidental loss or damage to home office equipment (up to €2,000)
- ✓ Contents in the open (up to €1,000)
- ✓ Money cover (up to €750)
- ✓ Bank card cover (up to €1,500)
- ✓ Frozen food (up to €750)
- ✓ Accidental breakage of mirrors and glass
- ✓ Accidental loss of oil (up to €750)
- ✓ Your legal liability to domestic employees up to €3,000,000
- ✓ Accidental damage to TV, video, audio and computer equipment (up to €2,000)

**For an additional premium cover can be extended to include:**

- Accidental damage to buildings or contents
- Personal belongings cover outside the home
- Loss or damage to pedal cycles
- Personal accident
- Caravan cover



### What is not insured?

**The principle exclusions include:**

- ✗ Wear and tear, rust or anything which happens gradually
- ✗ Any act of fraud or collusion
- ✗ War and terrorism
- ✗ Loss or damage caused deliberately by you, any member of your household, your domestic employees, paying guests, tenants or lodgers
- ✗ Loss or damage which happened or resulted from an event that occurred before cover started
- ✗ The first portion of any claim (known as an excess). The excess is shown in your schedule.



### Are there any restrictions on cover?

#### **! Claims Settlement Amount Retention- Property Claims:**

Where we agree to pay your claim, a certain percentage of the final payment may be retained (shown below) until repair, replacement or re-instatement works are completed

- Nil retained for claims up to €20,000
- Up to 5% for claims between €20,000 and €40,000
- Up to 10% for claims over €40,000.

**! A limit of 10% of the contents sum insured applies to contents kept in any outbuilding or garage belonging to the home**

**! A limit of 10% of the contents sum insured or €5,000, whichever is greater, applies to home office equipment only, kept in the home, any outbuilding or garage belonging to the home**



## Are there any restrictions on cover?

- ! Unless you have specified your valuables, the most we will pay is:
  - one third of the contents sum insured for any one claim, and
  - up to a maximum amount of 5% of the contents sum insured or €5,000 (whichever is greater) for any individual valuable
- ! Cover is restricted while the home is unoccupied or unfurnished for 40 days in a row or more



## Where am I covered?

- ✓ Within the insured property
- ✓ Cover is provided for contents temporarily removed from your home while anywhere in the Republic of Ireland, the United Kingdom, the Isle of Man or the Channel Islands (up to 20% of the contents sum insured)
- ✓ If you have extended cover for personal belongings and valuables this is worldwide but restricted to 60 days outside of Europe



## What are my obligations?

- The information you give us must be honest and accurate
- You must ensure your sums insured represent replacement costs (to avoid the effects of under-insurance)
- You must keep your property in good order
- You must tell us if you move house or are carrying out structural alterations
- You must pay your premium
- All claims or incidents must be reported to us immediately
- You must tell us if you have been convicted of any indictable criminal offence, any offence involving dishonesty or fraud, or any offence against property



## When and how do I pay?

- If you are a Direct customer, you can pay by cash, debit/credit card or avail of monthly instalments
- If you are a Broker customer, please ask your Insurance Broker for payment option information



## When does the cover start and end?

The cover will start on the date your application or renewal is accepted and will end one year later. This will be shown on your schedule.



## How do I cancel the contract?

You must give us or your Broker a written instruction.

You can cancel your policy within 14 working days of the date upon which we inform you the policy has been incepted, we will refund your entire premium.

If you cancel during the period of insurance, we will refund the premium on a proportionate basis provided there are no claims.

**AXA Home  
Insurance**

