



Holiday Home Policy Summary

(Version: September 2014)

Welcome to AIG Holiday Home Cover. The purpose of this policy summary is to briefly outline to you the significant features, benefits, limitations and exclusions of our holiday home insurance policy. This summary does not form part of the policy wording.

You should still read the policy wording carefully for a full description of the terms of the insurance, including the policy definitions and refer to your home insurance schedule (once you have purchased or renewed cover with us) for the specific policy benefits and operative times. An insurance policy will not cover everything that can happen, so understanding the policy wording is very important.

You can download a policy wording booklet from our website, www.aig.ie or call our contact centre in Dublin on 1890 27 27 27.

When you purchase holiday home insurance cover with us, you will receive your own copy of this policy

wording plus the following documents that you should keep in a safe place, as they will contain everything you will need to know if ever you need to make a claim under the policy:

1. Our Terms of Business:

Our Terms of Business document sets out the basis in which AIG Europe Limited, Ireland Branch, will provide business services to you as our customer.

2. Your Statement of Facts Proposal Form:

This document is a precise record of the information you provided to us when arranging this holiday home insurance contract. It shall be read in conjunction with your home insurance schedule and the policy wording. It is important that you check your information carefully and let us know immediately on 1890 27 27 27 if any part of this information is not correct.

3. Your Home Insurance Schedule:

This document provides you with details of the Holiday Home insurance cover you have purchased including the sum insured amounts you have

selected. It also confirms the policy excess amounts applicable to your cover (i.e. the amount of any insured loss you must pay yourself).

Please check these details carefully and let us know immediately on 1890 27 27 27 if any part of your insurance cover detail is not correct.

4. Your Premium Payment Receipt:

When you purchase holiday home cover with us, you will receive a receipt for the premium amount you have paid.

Cover Assumptions

There are a number of assumptions that you will need to read carefully and accept, before a holiday home quotation and/ or cover is confirmed. You can view the full list of assumptions on our website www.aig.ie. If you have a question or query relating to any of these assumptions and/or any other facts that may be material* to this insurance, please call our Dublin-based contact centre on 1890 27 27 27 (Mon to Fri 9am to 6pm).

(*Material facts are those facts that your insurer would regard as likely to influence the acceptance and assessment of your risk. If you are in any doubt whether certain facts are material you must disclose them.)

The Significant Assumptions are:

1. You or a member of your household have not:
 - (i) In the past three years made a household insurance claim or had a claim made against you;
 - (ii) Been convicted of or charged with any criminal offence other than a minor driving offence, and none of your tenants (to your knowledge) have ever been convicted of a criminal offence other than a minor driving offence;
 - (iii) Been refused insurance, had any special terms imposed, had insurance cancelled or had renewal refused;
 - (iv) Had any judgements or bankruptcy orders (pending or otherwise) made against you or had a receiver or a liquidator or an administrator appointed in respect of your affairs of any organisation you have been connected with.

2. The property to be insured (ie. Your Holiday Home) is located within the Republic of Ireland, is a single dwelling unit built after 1920, is not a listed building and:
 - (i) Is owned by you and it is used solely as domestic holiday accommodation;
 - (ii) Is not used for business or commercial purposes other

- than let as a holiday home;
- (iii) Is of standard construction, i.e. built of brick, stone or concrete and roofed with slates, tiles, metal, asphalt or concrete (up to 20% of the roof area can be flat and/or roofed with mineral felt);
 - (iv) Has never previously suffered loss or damage from flood or subsidence;
 - (v) Has security deadlocks fitted to all external doors and appropriate security on accessible windows.
 - (vi) Whenever the Holiday Home is unoccupied the insurance will exclude cover for articles of gold, silver or other precious metals, jewellery, furs, cameras or money;
 - (vii) Whenever the Holiday Home is unoccupied anytime from 1st November to 31st March inclusive each year then you must comply with conditions 1 and 2 below:
 1. A responsible person must be appointed to supervise and regularly check the property, and,
 2. The water must be turned off and the water system drained.

Duty of Disclosure – Important Information

Please note that failure to disclose all material facts could invalidate your Holiday Home Cover Policy and we may refuse to pay any claim under the policy. Additionally you may have difficulty obtaining insurance cover from another insurer.

Purpose of this Insurance

This Holiday Home insurance product is suitable for customers who own a standard construction single dwelling unit private house and use it solely as domestic holiday accommodation either for their own family use or for renting, and wish to protect its structure i.e. the buildings and/or their household contents against a range of common events insured (see table of key product features, benefits, limitations and exclusions).

Important:

This Holiday Home insurance product is not suitable for multi-unit holiday home properties or for properties that are roofed fully or in part with thatch materials, as specialist insurance products may need to be purchased to insure such properties. If you own such a property, you may require the services of an independent professional insurance adviser to recommend a suitable insurance product for you.
If you are unsure as to whether this

product is suitable for you, you can telephone our Dublin-based contact centre on 1890 27 27 27 for assistance (Mon to Fri 9am to 6pm).

Optional Extra Covers Available

■ **Accidental Damage** – provides wider protection to buildings and to contents in the Holiday Home house.

No Claims Discount

Your Holiday Home Cover Policy may be subject to a no claims discount. If this is the case it will be included in the premium breakdown section of Your Home Insurance Schedule. In the event of a claim during the Period of Insurance, Your no claims discount will be withdrawn at the subsequent renewal.

Please consult our website www.aig.ie to view our current no claim discount scale.

Unoccupied Holiday Home Properties – Special Conditions

Whenever the Holiday Home is Unoccupied anytime from **1st November to 31st March inclusive each year**, then You must comply with conditions (1) and (2) below.

1. A responsible person must be appointed to supervise and regularly* check the property;

(*Regularly means at least once a fortnight)

2. The water must be turned off and the water system drained.

Key Holiday Home Product Features, Benefits, Limitations and Exclusions

The following tables summarise the significant features, benefits, limitations and exclusions of our Holiday Home Cover policy.

This summary does not form part of the policy wording.

Policy Section	Buildings Cover - Significant Insured Events and Cover Limits	Buildings Cover - Significant Cover Exclusions (what is not covered)	Excess (the amount of a loss you must pay yourself)
YOUR BUILDINGS COVER HOLIDAY HOME COVER	<p>Insured events include: fire, fixed glass or sanitary fittings breakage, smoke, storm, flood, freezing, escape of water or oil, stealing, malicious damage, subsidence, heave or landslide.</p> <p>Cover Limits Include:</p> <ul style="list-style-type: none"> ■ Clean up expenses for oil: Up to €1,000 ■ Debris removal and architects/surveyors fees: Up to 15% of the Buildings Sum Insured ■ Door locks replacement: Up to €500 ■ Fire Brigade charges: Up to €1,000 ■ Title deeds: Up to €750 ■ Trace/Access: Up to €750 ■ Loss of rent cover: Up to 20% of the Buildings Sum Insured ■ Accidental damage to service pipes and cables: Up to 5% of the Buildings Sum Insured 	<p>Damage or Loss to Buildings if:</p> <ul style="list-style-type: none"> ■ Built prior to 1920; ■ Torch-on felt roof over 10 years of age; ■ Flooded within past 10 years; ■ Holiday Home unfurnished; ■ Caused by wear and tear, rust or gradual deterioration; ■ Resulting from faulty workmanship, defective design, the use of defective materials, settlement of newly made up ground and coastal, lake or river erosion; ■ Caused by water from gutters or by gradual ingress of water from shower units and baths; ■ Incorrect alarm and security information provided; ■ Malicious damage caused to boundary walls, gates, hedges, trees shrubs or lawns. <p>Fees Not Covered:</p> <ul style="list-style-type: none"> ■ The fees of any public loss assessors, You may decide to engage. <p>Loss of Rent Cover Excludes:</p> <ul style="list-style-type: none"> ■ Rental income in respect of the months October to March inclusive will not be covered unless there is a historical pattern of such rentals or an advance booking for the period in question; ■ Any share of rents or any other charges or expenses payable to letting agents; ■ The refunding of any deposits to tenants. 	<ul style="list-style-type: none"> ■ The first €1,000 for water claims ■ The first €1,000 for subsidence claims ■ The first €500 for all other claims (except as noted elsewhere in this table)

Policy Section	Contents Cover - Significant Insured Events and Cover Limits	Contents Cover - Significant Cover Exclusions (what is not covered)	Excess (the amount of a loss you must pay yourself)
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">YOUR CONTENTS COVER</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">HOLIDAY HOME COVER</p>	<p>Insured Events Include: Fire, fixed glass or sanitary fittings breakage, smoke, storm, flood, freezing, escape of water or oil, stealing, malicious damage, subsidence, heave or landslip.</p> <p>Cover Limits include:</p> <ul style="list-style-type: none"> ■ Total contents in locked domestic outbuildings: Up to €3,000 ■ Accidental damage to audio/visual equipment in the Holiday Home: Up to €1,000 ■ Any one Item Limit: Up to €3,000 or 5% of the Contents Sum Insured (whichever is the greatest) ■ Death benefit: €2,500 ■ Money cover: Up to €500 ■ Satellite dishes/ TV aerials: Up to €1,000 ■ Trace/Access: Up to €750 ■ Visitors/guests property: Up to €1,000 	<p>Damage or Loss to Buildings if:</p> <ul style="list-style-type: none"> ■ Buildings built prior to 1920; ■ Torch-on felt roof over 10 years of age; ■ Buildings flooded within past 10 years; ■ Buildings unoccupied for more than 35 consecutive days or if buildings unfurnished; ■ Damage caused by escape or overflow water from gutters or caused by gradual ingress of water from shower units and baths; ■ Incorrect alarm and security information provided; 	<ul style="list-style-type: none"> ■ The first €1,000 for water claims ■ The first €1,000 for subsidence claims ■ Otherwise, the first €500 for all other claims (except as noted elsewhere in this table)

Policy Section	Liability Cover - Significant Insured Events and Cover Limits	Liability Cover - Significant Cover Exclusions (what is not covered)	Excess (the amount of a loss you must pay yourself)
YOUR LIABILITY COVER HOLIDAY HOME COVER	<p>Your Liability to Others We will cover You against all sums which You shall become legally liable to pay for accidents happening in or about the Holiday Home Buildings</p> <p>The Maximum Amount Payable: Up to €1,300,000 inclusive of all legal fees and other expenses.</p>	<p>Your Liability in Respect of:</p> <ul style="list-style-type: none"> ■ The ownership or use or the occupation of any land or building other than the Buildings specified in Your Home Insurance Schedule; ■ The exercise of any profession, trade or business; ■ The provision of rented holiday accommodation at the Holiday Home unless advised to Us; ■ Any wilful or malicious act; ■ Matters arising in a personal capacity other than as owner and occupier of the Buildings; <p>Restriction in Cover for Contents only Policies If Buildings cover is not operative then cover provided is limited to accidents happening inside the Holiday Home.</p>	No excess amount applies
YOUR LIABILITY TO EMPLOYEES HOLIDAY HOME COVER	<p>Your Liability to Domestic Employees We will cover You against all sums which You shall become legally liable to pay as employer for death, bodily injury or illness to any Domestic Employee while in Your employment in connection with the Buildings.</p> <p>The maximum amount payable: Up to €1,300,000 inclusive of all legal fees and other expenses.</p>	<p>Your Liability in Respect of:</p> <ul style="list-style-type: none"> ■ Death, bodily injury or illness arising from work of a construction or reconstruction nature or structural alterations or demolition or any operation incidental thereto; ■ Accidents to independent consultants or contractors and/or their employees; ■ Death, bodily injury or illness caused to other members of Your Household or tenants. 	No excess amount applies

Optional Extra Covers Available:

Important note: Your Home Insurance Schedule will show if you have purchased any optional “extra covers”. You may at any stage cancel any optional cover purchased, during the period of insurance, however, we do not refund any premium amount less than **€20** for mid-term policy adjustments. Please refer to our terms of business.

Policy section	Optional Cover	Optional Extra Covers - Significant Insured Events and Cover Limits	Optional Extra Covers - Significant Cover Exclusions (what is not covered)	Excess (the amount of a loss you must pay yourself)
BUILDINGS and CONTENTS	ACCIDENTAL DAMAGE	<ul style="list-style-type: none"> ■ Accidental damage not specifically excluded 	<p>Loss or Damage due to:</p> <ul style="list-style-type: none"> ■ Wear and tear, gradual deterioration or any gradually operating cause; ■ Any process of cleaning, dyeing, repairing or restoring any article; ■ Mechanical, electrical or electronic defects, breakdown or malfunction; ■ Scratching, abrading or denting; ■ Faulty workmanship, defective design, the use of defective materials or loss or damage resulting from them. ■ Any exclusion or limitation set out in the policy wording. 	<ul style="list-style-type: none"> ■ The first €1,000 for water claims ■ Otherwise, the first €500 for all other claims

How to Get Help - Important Telephone Numbers

Emergency Home Assist Helpline – 1850 024 012

At AIG We provide an emergency 24 hour Home Assist emergency helpline (operated by Mapfre Asistencia) which can provide You with a connection to an approved network of repairers (plumbers, electricians, glaziers, locksmiths, roofers etc.) to help alleviate the effects of a loss, as quickly as possible. This is particularly useful when damage is discovered suddenly, especially outside of normal office hours.

The phone number for this service is 1850 024 012.

The cost of this service must be borne by You. However, if the cost is covered by this Holiday Home Cover policy then We will reimburse You as part of the claim settlement.

Our Home Claims Helpline – 01 8599700

If You do need to make a claim under an AIG Holiday Home Cover policy please contact our Home Claims Helpline at 01 8599700. Our staff will be glad to help You and advise You on how to proceed.

To Make a Change to Your AIG Holiday Home Cover – 1890 27 27 27

Our Dublin-based Contact Centre is open Mon to Fri from 9am to 6pm

should you wish to contact us about your existing Holiday Home insurance cover.

Cooling-Off Period (14 days)

You have 14 days from the start date of your Holiday Home policy to write to us at the address shown at the bottom of your cover confirmation letter if you want to cancel your holiday home policy. This is known as a cooling-off period.

If you cancel your Holiday Home policy during this period of time, you may be charged a pro-rata premium for the period cover operated during this cooling off period.

Customer Service – 01 208 1400

We aim to deliver excellent customer service to you at all times. If things do go wrong, and you feel that you have cause for any complaint, we want to hear from you, so that we can promptly resolve matters for you. For your convenience our complaints procedure is outlined below:

Our Complaints Procedure

The AIG Europe Limited Customer Complaints Procedure is coordinated centrally by a dedicated Customer Complaints Officer, in order to respond flexibly and consistently across the company to the evolving changes in our business and also in

the regulatory environment in which we operate. AIG Europe Limited wants to give you the best possible service.

If you feel you have cause for complaint, you should contact the relevant Department Manager at AIG Europe Limited, Ireland Branch.

If after such contact you remain dissatisfied, you may also write to the Customer Complaints Officer at AIG Europe Limited, 30 North Wall Quay, International Financial Services Centre, Dublin 1. Phone 01 208 1400.

If the complaint is not resolved to your satisfaction, you should contact:

The General Manager,

AIG Europe Limited, 30 North Wall Quay, International Financial Services Centre, Dublin 1.

At any stage, you may contact any of the following:

Insurance Ireland,

Insurance House, 39 Molesworth Street, Dublin 2.
Telephone: 01- 6761820;
Fax: 01- 6761943;
Email: info@insuranceireland.eu;
Web: <http://www.iif.ie>.

The Central Bank of Ireland,

P.O. Box 559, Dame Street, Dublin 2
Telephone: 1890 77 77 77;
Fax: (01) 6716561.
E-mail: enquiries@centralbank.ie;
Web: <http://www.centralbank.ie>.

The Financial Services Ombudsman's Bureau,

3rd. Floor, Lincoln House, Lincoln Place, Dublin 2.
Lo Call: 1890- 882090;
Phone: (01) 6620899;
Fax: (01) 6620890.
E-mail: enquiries@financialombudsman.ie;
Web: <http://www.financialombudsman.ie>.

Insurance Provider

This insurance is underwritten by AIG Europe Limited. Registered in England and Wales.

Company number: 01486260. Registered office: The AIG Building, 58 Fenchurch Street, London EC3M4AB, United Kingdom.

AIG Europe Limited, Ireland Branch, registered branch office 30 North Wall Quay, International Financial Services Centre, Dublin 1.

Branch registration number 906664. Tel: +353 1 208 1400.

AIG Europe Limited is authorised by the Prudential Regulation Authority of the United Kingdom, and is regulated by the Central Bank of Ireland for conduct of business rules.