

AXA Excellence Home Insurance

Insurance Product Information Document

(New policies purchased, or policies renewed, from 1st September 2022)



Company: AXA Insurance dac

Product: Excellence 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 and policy.

What is this type of insurance?

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



What is insured?

Loss of or damage to your Buildings and/or Contents, including personal possessions caused by:

- ✓ Fire, smoke, lightning, explosion or earthquake
- ✓ Storm or flood
- ✓ Riot, civil commotion, malicious damage
- ✓ Escape of water or oil
- ✓ Subsidence
- ✓ Stealing or attempted stealing
- ✓ Falling trees or branches
- ✓ Impact by vehicle or aircraft
- ✓ Emergency home assistance

The policy also covers

Under the **Buildings** Section (if you have chosen this cover)

- ✓ Debris removal & rebuilding fees (up to 25% of the building sum insured)
- ✓ Loss or rent receivable and alternative accommodation (up to 25% of the building sum insured)
- ✓ Finding a leak (up to €5,000)
- ✓ Compulsory evacuation
- ✓ Sale of buildings
- ✓ Disability through injury (up to €50,000)
- ✓ Damage to the garden (up to €7,500)

Under the **Contents** Section (if you have chosen this cover)

- ✓ Property in the open (up to €5,000)
- ✓ Money cover (up to €5,000)
- ✓ Credit card cover (up to €30,000)
- ✓ Your legal liability to domestic employees up to €3m
- ✓ Replacement locks
- ✓ Fire brigade charges (up to €3,000)
- ✓ Freezer contents
- ✓ Pedal cycles

For an additional premium cover can be extended to include:

- Personal possessions cover outside the home
- Collections - art, antiques or other property you own or have a legal interest in



What is not insured?

- ✗ Wear and tear
- ✗ Any act of fraud or collusion
- ✗ The first portion of any claim (known as an excess). The excess will depend on the type of loss as follows;
 - Escape of water €1,000
 - Subsidence €5000
 - All other claims (where an excess applies) €500.



Are there any restrictions on cover?

- ! Jewellery that is not specifically covered under the personal belongings section is only covered up to €2,500 per item and up to a total value of €10,000 under the contents section
- ! Personal possessions that are not specifically covered under the personal belongings section are only covered up to €2,500 per item and up to a total value of €10,000 under the contents section
- ! Cover is restricted while the home is unoccupied or unfurnished for 60 days in a row or more.
- ! Claims settlement amount retention - property claims: Where we agree to pay your claim, a certain percentage of the final payment may be retained, until the repair, replacement or re-statement works are completed and validated through the submission of a final invoice and (where required by AXA) a final inspection report.
 - up to 5% if the settlement amount is less than €40,000
 - up to 10% if the settlement amount is €40,000 or more



Where am I covered?

- ✓ On or within the insured property
- ✓ Loss or damage to contents while they are in your home, domestic outbuildings or garages or temporarily elsewhere in the world as long as they are always securely and adequately packed while being transported
- ✓ If you have extended cover for personal belongings and valuables this is worldwide (up to 90 days worldwide)



What are my obligations?

- You have a duty to answer all questions posed by us, or our agent, honestly and with reasonable care
- 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.

If you cancel your policy within 14 working days of the date upon which we, or our agent, 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 (less an administration charge) on a proportionate basis provided there are no claims.