

# Executive Home

PROSPECTUS & KEY FACTS





## **Sterling**

Sterling Insurance Company Limited is one of the UK's leading specialist insurers and has insured higher value homes for over 50 years. We have gained an enviable reputation for service and quality, and as a member of the wholly British owned Sterling Insurance Group, we have a long track record of success in the insurance industry.

Sterling is authorised and regulated by the Financial Services Authority. We are also members of The Financial Ombudsman Service and are committed to the principles it embodies as an independent authority for the protection of policyholders' interests.

## **Quality underwriting**

Our underwriters have a reputation for excellent technical expertise and a willingness to seek solutions to individual problems, recognising that special insurance requirements need special attention.

## **Quality claims service**

Our dedicated claims team will ensure that your claim receives priority attention, is fairly and sensitively handled and they will issue our cheque as soon as a settlement has been agreed.

## **Peace of mind**

Our experienced Risk Management Surveyors are available to visit your home to give help and guidance on suitable security measures. They can also give advice on practical steps to protect your home from fire, extreme weather conditions or whilst you are away from the home for long periods.

Our surveyors are experienced in all aspects of domestic security and fire prevention, and as direct employees of Sterling, they will ensure that confidentiality of all matters discussed is maintained at all times.

## **Confidentiality**

We promise complete confidentiality and security in all matters relating to your insurance arrangements, which will be handled by an experienced underwriter nominated to look after your needs.



## BIBA Scheme Provider

Sterling's High Net Worth and Home policies are recommended by the British Insurance Brokers' Association (BIBA) to its members. BIBA are the UK's leading independent insurance body, representing both the insurance broker, intermediaries and the consumer.



## Hallmark - a sign of quality

Executive Home carries a unique hallmark as its concept design. We chose a hallmark as it is a sign of quality control, integrity and efficiency. Hallmarking is the world's first known example of consumer protection and dates back to about 1300 AD.

Executive Home's own unique hallmarks represent peace of mind that the product you have chosen is one of the best and these give you:

- Who made the article (in this case Sterling Insurance 'SI')
- The guaranteed standard of fineness (represented by 925)
- The Assay Office Mark (in the case of Executive this is represented by the Sterling lion)
- Our Executive brand 'hallmarking' with 'e' for Executive



## Unique benefits

The following benefits are available exclusively to you as an Executive Home policyholder.

## Excess waiver

A standard £250 excess applies which we waive for claims over £10,000. This doesn't apply to claims for subsidence, heave and landslip or where you have elected to have an increased voluntary excess in return for which we have given you a premium discount.

## Helplines

A number of 24 hour Helpline services will be available to you including Home Emergency situations, and advice for legal and personal tax matters.

**Identity theft** – cover for up to £25,000 for costs incurred in seeking to defend your name and to restore your credit status after an act of identity fraud has been committed against you.

**yellowtag™** - We will send you a pack that will contain certain yellowtag™ items to protect your passports, baggage and keys. This is a unique and innovative retrieval service that, without revealing your personal details, lets the finder contact you anywhere in the world immediately when your lost property is found.



## Other specific features of Executive Home:

- **Mobility scooters and golf buggies** - included up to £5,000
- **Quad bikes** - included up to £5,000
- **Go-Karts and off-road motorcycles** - up to 50cc are included up to £5,000
- **Trailers and non-motorized horse-boxes** - included up to £5,000
- **Small boats** - surfboards and non-mechanically propelled watercraft up to 12ft in length are included up to £5,000
- **Personal Liability** - cover included for all the above.
- **Marquees** - either owned or for which you are responsible are included up to £10,000.

**This prospectus summarises the wide protection and benefits available with Executive Home and more detailed information is contained in the Keyfacts policy summary at the back of this booklet.**

## Executive Home

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The following can be added as optional covers:

### **Family Legal Protection**

Cover for costs and expenses relating to legal proceedings within the UK up to £100,000.

### **Road Rescue**

Will provide a comprehensive motoring breakdown and recovery service throughout UK and most European countries.

### **Pet Insurance**

A combination of up to three dogs or cats can be included under this section. Age limitations apply to dogs (8 years) and cats (10 years).

### **Travel**

We can arrange to provide you with annual travel insurance which is separately underwritten by Arch Insurance Company (Europe) Limited. Please ask us for details and a quotation.

### **Other Homes**

Why not ask us to quote for your Second Home or your Overseas Home? This can all be incorporated within the Executive package. Please ask us for a quotation.

### **The Art Loss Register**

The Art Loss Register was founded in 1991 to combat the increase in theft of works and items of cultural significance. Sterling Insurance subscribes to the recovery services of the Art Loss Register and in the event of a theft or loss of works of art, antiques, curios and valuables that have uniquely identifiable characteristics, we will register the items on the Art Loss Register database which conducts continuous searches to make an identification and to recover the item to our policyholders. Items can also be registered pre-loss or if you are buying art and antiques it is advisable to check the provenance with them. Full details are on their website - [www.artloss.com](http://www.artloss.com)

### **Monthly premium instalments**

You may pay your annual premium in monthly instalments by direct debit. Please ask your professional adviser for details.



## Assistance with the cost of valuations

Obtaining professional valuations is considered by many to be a time-consuming, costly and potentially security compromising business. However, valuations and inventories are invaluable in the event of a claim, enabling accurate and speedy settlements to be made. To assist our Sterling Executive policyholders, we have negotiated discounted fees with the following leading independent firms of specialist valuers and fine art consultants:

- Lyon & Turnbull
- Gurr Johns
- Seymour's
- Quastel Associates Ltd

Please ask us for further details of their services.

## Homesitters

# Homesitters®

When you go away, the risk of burglary or weather damage is massively reduced if you leave your home occupied.

To enable you to enjoy your holidays with peace of mind, we recommend leaving your property and pets in the care of Homesitters Ltd. The company was established in 1980 to provide a nationwide *live-in* caretaking service. Its employees are meticulously vetted and individually matched to your requirements, so you leave home knowing that your property and your pets are well cared for and secure during your absence. We encourage the use of Homesitters' service and have negotiated a discounted tariff for Sterling Executive policyholders. In recognition of Homesitters' contribution to security, we will give you a discount off your renewal premium if you use this service.

## Carbon footprint

Being conscious about today's environment, we have printed our Executive Home documentation on paper consisting of fibres that are sourced from sustainable forests. Should you choose to do so, we can arrange for you to have an electronic version of your policy wording instead of a hard printed copy of the policy booklet.

## Promise of satisfaction

We are confident that our Executive Home policy will bring you complete satisfaction. We promise you an excellent service, flexibility in our underwriting approach, confidentiality, competitive premiums and fast claims settlements.

Our unique method of premium calculation ensures that the cost is tailored to mirror your personal insurance requirements.





This policy summary does not contain the full terms and conditions of your Executive Home Policy. This can be found in the policy document.

#### ***What happens if I take out cover and then change my mind?***

You have the right to cancel your policy for a period of 21 days from the date your policy begins or the date you receive your policy document if this happens later. If you cancel in this period you will receive a full premium refund. If you wish to cancel your policy you should write to: Sterling Insurance Company Limited, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX.

#### ***How long will I be covered for?***

The policy operates for a period of 12 months. Within that period, you may terminate the policy by giving us written instructions at any time; we may terminate the policy by giving you 21 days' notice in writing. In either case, you may be entitled to a refund of part of your premium.

#### ***How do I make a claim?***

Full details of how to make a claim are given in your policy on page 5. In all cases you should telephone your professional adviser as soon as possible, or us on 0845 070 1273 with details of what has happened.

#### ***Who is the Insurer?***

**The Executive Home Policy is underwritten by Sterling Insurance Company Limited other than**

- **Family Legal Protection which is underwritten by DAS Legal Expenses Insurance Company Limited**
- **Road Rescue which is underwritten by Brit Insurance Limited**
- **Pet Insurance which is underwritten by Fortis Insurance Limited**

#### ***What will I have cover for if I take out an Executive Home Policy?***

This policy will provide cover for: Contents, Art and Antiques, Jewellery and Watches, Liability, and Home Emergency. If selected, you can also include cover for: Buildings, Family Legal Protection, Road Rescue and Pet Insurance. Your policy schedule will show you which sections are operative.

The key features for each section of the policy are as follows:

## Contents, Art and Jewellery – Section 1

Covers your household goods, furniture and furnishings, personal effects, art and antiques, jewellery and watches, all used for domestic purposes and business equipment whilst in your home or anywhere in the world. The sums insured under this section are index linked.

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
<p>All Risks cover and includes:</p> <ul style="list-style-type: none"> <li>children’s battery powered ride on vehicles, wheelchairs, mobility scooters and golf buggies</li> <li>quad bikes, go-karts and off-road motorcycles</li> <li>marquees</li> <li>trailers and non-motorized horse-boxes</li> <li>surfboards and hand or wind propelled watercraft</li> </ul>	<p>Certain restrictions apply to:</p> <ul style="list-style-type: none"> <li>Homes left unoccupied for more than 60 days</li> <li>Homes that are let</li> <li>Ride on lawnmowers, trailers, non-motorized horse-boxes, quad bikes, go-karts, off-road motorcycles and watercraft</li> <li>Losses from unattended motor vehicles</li> <li>Personal money</li> <li>Property in storage</li> </ul> <p>Limits:</p> <ul style="list-style-type: none"> <li>Property in a commercial storage facility - 25% of the sum insured unless otherwise agreed</li> <li>Art and Antiques - £15,000 for a single item, pair or set unless specified</li> <li>Jewellery and Watches - £5,000 for a single item, pair or set unless specified</li> <li>£15,000 for theft from any unattended motor vehicle</li> <li>Marquees - £10,000</li> <li>Any one quad bike, go-kart or off-road motorcycle - £5,000</li> <li>Any one trailer or non-motorized horse-box - £5,000</li> <li>Any watercraft - £5,000</li> </ul>	15-20
The following covers are included	for up to:	
Alternative accommodation costs if your home is rendered uninhabitable following a loss	3 years	15
Business equipment for your office at home	£15,000	15
Increase in the value of art after the death of the artist	£50,000	15
Defective title	£25,000	15
Parent’s / Grandparent’s possessions whilst in a care home	£7,500	15
Fatal injury or aquired disability	£25,000	15
Fraudulent use of credit cards, bank or building society books	£25,000	15
Christmas, wedding and other gifts	£1,000 for any one gift up to a maximum of £10,000	15
Property of guests and domestic staff	£500 for any one article up to a maximum of £5,000	15
Hire of replacement golf clubs overseas	£25 per day up to a maximum of £250	16
Achieving a hole in one at golf	£500 in full	16
During a household removal by professional removal contractors	the sum insured	16
Identity theft	£25,000	16
Metered water or heating oil	£10,000	17
New purchases	20% of the sum insured	17
Outdoor items	£15,000	17
Personal money	£2,500	17
Reinstatement of data	£5,000	17
Reinstatement of documents	£5,000	17
Removal of debris costs	the sum insured	17
Replacement locks and keys	the sum insured	17
Reward leading to a conviction	£10,000	17
Stalking	£20,000	17
Trauma cover	£15,000	18

# Executive Home - Policy Summary

## Buildings – Section 2

Covers the structure of your home including the domestic outbuildings, walls, fences, gates, hedges, alarm systems, driveways, paths, steps, terraces, patios, swimming pools, hot tubs, ponds, fountains, tennis courts, solar heating systems, wind turbines, fixed service tanks and underground services.

The sums insured under this section are index linked.

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
All Risks cover	Certain restrictions apply to: <ul style="list-style-type: none"> <li>Homes left unoccupied for more than 60 consecutive days</li> <li>Homes that are let</li> <li>Fences, hedges, gates, swimming pools, hot tubs, ponds and fountains</li> <li>Reinstatement of gardens</li> </ul>	21 & 22
The following covers are included	for up to:	
Alternative accommodation costs	3 years	21
Architects' and surveyors' fees and other costs	the sum insured	21
Fixtures and fittings temporarily removed	10% of the sum insured	21
Forced evacuation	30 days	21
Reinstatement of gardens	£25,000	21
Trace and access	£15,000 for claims occurring outside the home	22

## Liability – Section 3

Covers the legal liability of you and your family as a property owner or occupier, an employer of domestic staff or as a private individual.

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
All amounts which you or your family become legally liable to pay as damages	Certain restrictions apply to: <ul style="list-style-type: none"> <li>Non-domestic lifts</li> <li>Mechanically or electrically propelled vehicles</li> <li>Trailers, aircraft and watercraft</li> <li>Animals</li> <li>Any trade, business, profession or employment of you or your family</li> </ul>	26
The following covers are included	for up to:	
Occupiers', personal and employers' liability	£10,000,000	24 & 27
Property owners' liability	£10,000,000	24 & 27
Organised events	£10,000,000	24 & 27
Additional and acquired land	£10,000,000	24 & 27
Tenant's liability	£1,000,000	25
Unrecovered damages	£1,000,000	25

## Home Emergency – Section 4

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
<p>Contractors call-out and other charges for emergency assistance following the failure of:</p> <ul style="list-style-type: none"> <li>• Plumbing or drainage system</li> <li>• Electricity supply</li> <li>• Cooking system</li> <li>• Locks on external doors or if you have lost the only set of keys to your home</li> <li>• The primary heating system</li> </ul> <p>Or for vermin inside your home</p>	<p>This does not cover:</p> <ul style="list-style-type: none"> <li>• Normal maintenance</li> <li>• Incidents occurring after your home has been left unoccupied for 60 days</li> <li>• Cost of parts that are under guarantee</li> <li>• Claims relating to the interruption, failure or disconnection of the mains gas, electricity or water supply</li> <li>• Damage to garages, outbuildings, cess pits, septic tanks or boundary walls, hedges, fences or gates</li> <li>• Boilers over 15 years old or with an output of more than 60kw per hour or 250,000 BTUs</li> </ul> <p>Up to £500</p>	28 & 29

## Family Legal Protection – Section 5

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
<p>Legal costs incurred in: Pursuing and defending your rights in respect of:</p> <ul style="list-style-type: none"> <li>• Employment disputes</li> <li>• Contract disputes</li> </ul> <p>Pursuing</p> <ul style="list-style-type: none"> <li>• Claims for death or injury</li> <li>• Your legal rights following damage to your home or personal possessions</li> </ul> <p>Defending your rights following</p> <ul style="list-style-type: none"> <li>• An investigation by HM Revenue and Customs</li> <li>• Prosecution for using or driving a motor vehicle</li> </ul>	<p>This does not cover:</p> <ul style="list-style-type: none"> <li>• Fines, penalties and compensation</li> <li>• Where it is likely that you will not recover damages or make a successful defence of your claim</li> <li>• Costs incurred before written acceptance of your claim is given by DAS</li> </ul> <p>Unless DAS agrees to start court proceedings or there is a conflict of interest, DAS is free to choose an appointed representative to help you</p> <p>Up to £100,000</p>	30 - 34

## yellowtag™ – Section 6

Provided that Contents are insured under Section 1 you will automatically receive a yellowtag™ pack with your policy. This is a unique and innovative tagging system that will identify your personal property if lost and will immediately notify you if found via your email and mobile phone.

## Road Rescue – Section 7

Provides cover for the recovery of a motor vehicle that suffers a breakdown when driven by you. This includes recovery services from home and in most of Europe

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
<p>Covers:</p> <ul style="list-style-type: none"> <li>• Roadside repairs</li> <li>• Recovery to local garage if roadside repair is not possible</li> <li>• Additional transport or accommodation costs if local garage is not able to repair vehicle within 24 hours</li> <li>• Costs incurred if you cannot complete your journey due to illness, injury, assault or mugging</li> </ul>	<p>This does not cover:</p> <ul style="list-style-type: none"> <li>• Vehicle parts or any unauthorised charges</li> <li>• Failure to properly maintain the vehicle, carry a spare wheel or have a valid MoT certificate</li> <li>• Vehicles of more than 3.5 tonnes; 17feet long; 6 feet 3 inches wide; or 20 years old</li> <li>• Running out of fuel</li> <li>• Breakdowns where the vehicle is not accessible or cannot be transported safely and legally including being stuck in mud, sand, snow or water</li> </ul> <p>Up to £25,000</p>	36 - 40

# Executive Home - Policy Summary

## Pet Insurance – Section 8

Covers up to three dogs and/or cats. If you have more than three, you must either nominate the three that are to be insured or alternatively specify all dogs/cats that are to be insured and pay an additional premium.

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
Veterinary fees up to £2,500	This does not cover: <ul style="list-style-type: none"> <li>• Dogs aged 9 years or more and cats aged 11 years or more</li> <li>• Any pre-existing conditions or illnesses</li> <li>• Any illness or condition occurring within the first 10 days of insurance</li> <li>• Preventative treatments and routine examinations</li> </ul>	41 - 45
The following covers are included	for up to:	
Death from illness or accident	£500	41
Advertising and reward if your pet is lost or stolen	£500	42
Theft and straying if not recovered after 60 days	£500	42
Claims occurring within member countries of PETS Travel schemes (other than non-EU member countries)	Excludes trips of more than 30 days outside the UK	41

## What excesses will apply?

### Sections 1 and 2

Most claims will have an excess applied, the amount of which will be specifically shown on your quotation and/or your policy schedule.

For claims over £10,000 we will not deduct an excess where this is less than £500.

### Section 5 – Family Legal Protection

An excess of £250 applies to claims for nuisance or trespass

### Section 8 – Pet Insurance

An excess of £100 applies to claims for veterinary fees

**There is no excess applicable to claims made under the Liability, Home Emergency and Road Rescue Sections.**

## ***How do I make a complaint?***

If you wish to make a complaint you should either write to or telephone the relevant company stated below for each section:

### **Sections 1-3**

The Customer Services Manager, Sterling Insurance Company Limited, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX.

Telephone: 0845 271 1488

### **Section 4**

Customer Relations Department, Homeserve Claims Management Limited, Caxton Road, Preston PR2 9NX.

Telephone: 01772 758829

### **Section 5**

Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.

Telephone: 0117 934 0066

### **Section 7**

The Complaints Manager, Capita Commercial Services Limited, Gilbert Court, Newcomen Way, The Business Park, Colchester CO4 9WN.

Telephone: 08705 234500

### **Section 8 - For claims related complaints**

The Claims Manager, Petwise, 5th Floor, The Connect Centre, Kingston Crescent, Portsmouth, Hants PO2 8QL.

Telephone: 0845 164 8222

### **For complaints other than claims related**

The Customer Services Manager, Sterling Insurance Company Limited, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX.

Telephone: 0845 271 1488

In all instances, if you remain dissatisfied, you also have the right to refer your complaint to The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

Telephone: 0845 080 1800.

A copy of our complaints handling procedure is available on request.

## ***Would I receive compensation if the Insurer is unable to meet its liabilities?***

All of the Insurers who provide insurance protection under Executive Home are covered by The Financial Services Compensation Scheme (FSCS). In the unlikely event that we cannot meet our obligations, the FSCS will meet the first £2,000 of your claim in full plus 90% of the balance. Further details can be obtained from The Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, 1 Portsoken Street, London E1 8BN. Telephone: 0207 892 7300 or at [www.fscs.org.uk](http://www.fscs.org.uk)

## Is there any other Important Information that I should know?

### Renewing your policy

At least 21 days before the renewal date of your policy we will advise you of the premium and the terms and conditions that will apply for the following year. If you wish to change or cancel the cover then please tell us before the renewal date. If you pay your premium by direct debit we will automatically renew your policy unless you instruct us to cancel it. If you pay by any other method, you must submit further payments if you wish to renew the policy.

### Regular Review

You may need to review and update your cover from time to time to ensure that it remains adequate for your needs.

### Endorsements

In certain circumstances, specific endorsements may be applied. If so, these will be indicated to you and clearly stated in the policy schedule.

### The law and language applicable to the contract

We propose to choose English Law as the law applicable to the contract unless you and we agree another law before the start date. The policy terms and conditions and other information we are required to supply will be in English. We will communicate with you in English throughout the duration of the policy unless you and we agree otherwise.

### Customers with a disability

Upon request, we are able to provide this information in Braille, large print or on audiotape. Please advise us if you require any of these services so that we can then communicate in an appropriate manner. A text-phone facility is also available.

### Telephone recording and monitoring

Please note that we may monitor or record telephone calls to ensure the accuracy of information and the quality of service.

### Information about Sterling Insurance Company Limited

Sterling Insurance Company Limited is a private company limited by shares incorporated in England and Wales under registered number 498605. It underwrites general insurance business. Its head and registered office is: Ambassador House, Paradise Road, Richmond upon Thames, Surrey TW9 1SQ. It is authorised and regulated by the Financial Services Authority and appears on the Financial Services Authority's register under number 202012.

### Information about DAS Legal Expenses Insurance Company Limited

DAS Legal Expenses Insurance Company Limited is a private company limited by shares incorporated in England and Wales under registered number 103274. It underwrites legal expenses business. Its head and registered office is: DAS House, Quay Side, Temple Back, Bristol BS1 6NH. It is authorised and regulated by the Financial Services Authority and appears on the Financial Services Authority's register under number 202106.

### Information about Brit Insurance Limited

Brit Insurance Limited is a wholly owned subsidiary of Brit Insurance Holdings Plc. It underwrites catastrophe excess of loss reinsurance, financial risks and structured legal expenses insurance. Its head and registered office is: 55 Bishopsgate, London EC2N 3AS and is registered in England and Wales under registered number 2763688. It is authorised and regulated by the Financial Services Authority and appears on the Financial Services Authority's register under number 202068.

### Information about Fortis Insurance Limited

Fortis Insurance Limited underwrites general insurance business and is registered in England under number 354568. Its head and registered office is: Fortis House, Tollgate, Eastleigh, Hampshire SO53 3YA. It is authorised and regulated by the Financial Services Authority and appears on the Financial Services Authority's register under number 202039.

## **ENVIRONMENTAL IMPACT**

Sterling Insurance takes a close and responsible interest in the environmental impact of its operations. Due to the nature of our business, Sterling does not have a major impact on the environment. We none the less recognise the value of taking a proactive approach to environmental management. Key measurements of environmental impacts focus on the areas of recycling and energy conservation.

## **RECYCLING**

During the refurbishment of our offices in West Malling, Kent, we have endeavoured to recycle existing materials wherever possible.

We have now developed more effective waste management policies and have effective recycling policies for glass, paper, cardboard and print cartridges across our two sites.

## **ENERGY**

Our computers, printers and photocopiers all operate on power save and only bio-degradable detergents are used throughout the cleaning of our buildings. Our email messages contain a "green" message encouraging recipients to think about the environment prior to print. We aim to run our premises at the optimum temperature (typically 20 degrees) to conserve energy and hand dryers are encouraged instead of paper towels to ensure that we minimise paper wastage.

Taking a responsible approach to social and environmental issues remains crucial to our business performance and its future success. Sterling as a business will continue to behave ethically and contribute to the environment while improving the quality of life of the workforce and their families as well as of the local community and society at large.

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