

C&G Intermediary Insurance Guide

Effective from 1 October 2007

Replaces all previous versions



C&G Intermediary payments

- £25 for every C&G buildings policy
- £25 for every C&G contents policy
- £50 for every C&G payment protection plus policy

Home Insurance Discounts – Customers can save up to 57% on premiums

Discount		
20%	Two/three claim-free years with previous insurer	
30%	Four/five claim-free years with previous insurer	
35%	Six claim-free years with previous insurer	
10%	Working intruder alarm on contents cover	
12%	Buildings & contents cover taken	
10%	Introductory discount on buildings cover	

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 IF YOU DO NOT HAVE THE RELEVANT PROFESSIONAL EXPERIENCE, YOU SHOULD NOT RELY ON THIS INFORMATION.
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Excellent No-claims Discounts available – which also can be protected

Quality cover from Lloyds TSB General Insurance

Good service your customers can rely on in a crisis.

Lloyds TSB General Insurance's response to the 2007 floods was acknowledged as one of the best by the media, customers and the National Flood Forum.

Their specialist teams follow up with customers to ensure they deliver on their promises and meet the customers' needs in very difficult circumstances. This makes each customer's journey back to normal as smooth as possible.

Home Insurance Options

Buildings and Contents

- Standard or with Accidental Damage
- Unlimited overall cover* – no need to worry about being under insured
- Standard buildings cover available for buy to lets
- Contents cover available for tied to lease properties

Discounts

When quoting use the best figures for the customer eg if the customer has not claimed on their buildings for 2 years but on their contents for 10 years, use 10 years to calculate the premium.

The benefits of Home Insurance for C&G mortgages

- If PPP is taken, Home Insurance premiums are covered in the event of a PPP claim
- 24-hour home emergency and legal helplines
- No-claims discount can be protected
- No risk of being under-insured as unlimited cover on both buildings and contents policies is provided
- No additional interest charged when paying by monthly Direct Debit. First payment will be taken approximately 14 days after completion, see policy booklet for full details
- Pet damage included with Accidental Damage option

Accidental Damage option for Buildings & Contents offers additional cover for any accidents caused by insured, family or visitors not specifically excluded in the policy document. For example, paint spills on carpets, pet damage and broken ornaments.

*Subject to some internal limits – please see below

Standard Buildings Cover features	Value
Cover includes: fire, theft, flood, storm, smoke, explosion, lightning, earthquake, impact, malicious damage and subsidence	Unlimited
Escape of water - eg radiator leaks, boiler, washing machine, dishwasher	Unlimited
Accidental breakage of ceramic hobs, fixed glass and sanitary ware, Accidental damage to Services	Unlimited
Alternative accommodation (eg residential or buy-to-let)	Up to £15,000 loss of rent
Extra expenses eg architects, surveyors, legal fees, clearing debris, demolition of buildings, making them safe etc	Unlimited
Cover between exchange of contracts and completion	Unlimited

Standard Contents Cover features	Value
Cover includes: fire, theft, flood, storm, smoke, explosion, lightning, earthquake, impact, malicious damage or subsidence on a new for old basis	Unlimited
Accidental damage to TVs, videos, personal computers, aerials or satellite dishes within or fixed to the home, fixed glass, mirrors, glass in shelves and ceramic hobs	Replacement cost
Extended contents (cover away from the home for your personal possessions)	Up to £3,000 per item/ £5,000 per event
High risk valuables cover	£10,000 (cover can be increased to £20,000 if required)
Pedal cycle cover	Up to £500 per cycle/ £1,000 per year
Freezer contents	Up to £500
Lock replacement for external doors, safes and alarms	Up to £500
Property in the open eg garden furniture, BBQ, trampoline	Up to £500
Loss of metered water	Up to £1,000
Alternative accommodation	Up to £10,000
Legal fees (to evict squatters)	Up to £10,000
Money and credit cards	Up to £500
Replacement deeds & documents eg birth certificates, passports, driving licences	Up to £500
Personal legal liability	Up to £2,000,000
Employer's legal liability	Up to £10,000,000
Fatal accident (due to fire or assault in the home)	£5,000
Office contents and equipment	Up to £5,000
Stock and trade samples	Up to £500
Legal expenses cover for: employment disputes, contract disputes, bodily injury, property protection, tax protection and legal defence	Up to £50,000

Payment Protection Plus for C&G mortgages (PPP)

Covers:

- Accident, Sickness and Unemployment

The policy can pay a monthly benefit equal to:

- The minimum monthly mortgage payment, and
- The home insurance premium if arranged through C&G or Lloyds TSB in connection with the mortgage
- Plus, if together these total less than £1,300 per month, the insurance will also pay an additional cash benefit. The cash benefit is worked out as £3 for every £1,000 of the original mortgage balance.

Please note: If the customer qualifies for the additional cash benefit, the most the insurance will pay in total to cover the monthly mortgage payment, the home insurance premium and the additional cash benefit is £1,300 per month.

If the minimum monthly mortgage payment and home insurance premium together total more than £1,300 they will be covered in full but there will be no additional cash benefit.

The policy also provides:

- Positive Job Solutions. This is a confidential advice service available to the customer, their partner and to any member of the family who lives with them. It can help the customer get back to work, or purely provide advice on a change of career.

Important points to note:

Please ensure that the customer meets the eligibility for the policy and policy exclusions are brought to the customer's attention, in particular the significant and unusual exclusions in the policy summary. You will need to advise the customer that there may be other exclusions that are relevant to them, so they need to check the exclusions section of their policy documents for a full list. Some examples are:

- Unemployment that starts within 60 days of the start date of the insurance (or 90 days if PPP is taken after the loan has already been taken out).
- Unemployment that the customer is aware of, or should reasonably have known about when they signed their proposal form.
- Disability due to any pre-existing medical condition occurring. However, a claim may be accepted if the customer remains symptom/treatment free and has not had any appointment or consultations with a doctor for a full 24 months prior to the claim.

Pre-existing condition

Any condition, injury, illness, disease, sickness or related condition and/or associated symptoms, whether diagnosed or not which the customer:

- knew about, or should reasonably have known about on the date that they signed their proposal form, or
- had seen or arranged to see a doctor about, during the 12 months immediately before the date they signed their proposal form, and
- which occurs again within 24 months of the date the customer signed their proposal form

When will benefits be paid?



For Additional Information – please see leaflet/policy summary on our website.

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