

IMPORTANT BULLETIN – UIA33(05/16)

HOME INSURANCE POLICY CHANGES

We have recently reviewed our standard policy wording, incorporating a number of changes. In addition, we have clarified and updated some of the wording.

This Important Bulletin summarises the major changes that have been made and forms part of your policy documents. It should be kept, along with your policy booklet and policy schedule. If you have any questions or you would like to request an updated policy booklet please do not hesitate to give one of our customer advisors a call on 01438 761776, (8:30 to 18:00 Monday to Friday) or contact us at support@uia.co.uk

Further information can also be found on our website: www.uia.co.uk/House-Insurance/Important-Bulletins/.

We would strongly recommend that you read through all of your policy documentation in full, to make sure that the cover meets with your needs.

Summary of major changes –

How to make a complaint

Please be aware that due to regulatory changes, our internal Complaints Handling process will change with effect from 1 July 2012. There are no changes which affect the way in which you should complain, and if you wish to complain, you should do so in the manner set out in your policy booklet. If you would like further information on our process, then please visit www.uia.co.uk/complaints, or telephone 01438 761 764 for further details of our Complaints Handling process.

Section D - Legal Protection and Identity Theft Protection

With effect from 1st July 2016, this optional section of cover will be underwritten by UIA (Insurance) Ltd. Where your policy booklet says this section is underwritten by Brit Syndicate 2987 at Lloyd's or Brit Insurance Ltd, this has now changed to UIA (Insurance) Ltd. There have been no changes made to the cover itself.

Legal Protection and Identity Theft Protection will continue to be administered by ARAG plc on our behalf and the telephone number and all other contact details remain unchanged.

Section E – Home Emergency Cover

With effect from 1st July 2016, this optional section of cover will be underwritten by UIA (Insurance) Ltd. Where your policy booklet says this section is underwritten by Brit Syndicate 2987 at Lloyd's or Brit Insurance Ltd, this has now changed to UIA (Insurance) Ltd. There have been no changes made to the cover itself.

Home Emergency Cover will continue to be administered by ARAG plc on our behalf and the telephone number and all other contact details remain unchanged.