

AIB Home Insurance Smart Construct Summary



If you need to make a claim,
please call our 24-hour
claims helpline on:

1850 63 53 43

How we settle claims

We will decide how to settle your claim. We will normally arrange for one of our suppliers to repair, reinstate or replace the lost or damaged property. In some instances, we may decide to pay a cash amount for the loss or damage. We will not pay more than our suppliers would have charged. We will deduct the appropriate excess from all claims payments we make.

A summary of our Smart Construct home insurance policy



We know that insurance can be a complicated business and it's essential that you make the right choices for you and your home. This document is here to help and 'Plain English Campaign' have checked the wording to make it easy to follow.

This document is a summary of your policy cover. It explains, as clearly as we can, what you are covered for and what you are not covered for. It does not replace the policy. When you take out a home insurance policy we

recommend that you read the full policy document and schedule together. You can then make sure that the product meets your needs.

If you have any questions now or in the future, please contact our customer help line on **1850 27 26 25**.

A handwritten signature in red ink that reads "Frank Donnelly". The signature is written in a cursive style.

Frank Donnelly
AIB Insurance Services

first things first

Our Smart Construct policy can protect you against loss and damage to your buildings while they are undergoing construction or renovation.

Our policy at a glance

This is a summary of policy features and benefits.

Policy section	What is covered?	What you are covered for:
Buildings	We will cover: <ul style="list-style-type: none">• your home.	We will insure you against: <ul style="list-style-type: none">• fire;• storm or flood;• lightning; and• Explosion of gas or boilers

Extra cover we include as standard

Significant exclusions and limits

None

- We will not pay the first €1,000 of any claim (known as an excess).
- We will not cover fire damage caused by
 - a) any heating process or the application of heat
 - b) spontaneous combustion
- We will not cover loss or damage by explosion where the explosion is caused by earthquake.
- We will not cover loss or damage caused by flood or storm to items left in the open.

Important things you should know

How long the policy lasts

Your policy will run for 12 months from the date and time shown on the schedule. If we agree to provide cover for less than 12 months, the schedule will show when your policy ends.

Cooling-off period

You may also cancel the policy within the first 14 days after receiving the policy documents within the first year of insurance. We will refund your full premium providing no claims have been made on your policy.

Cancelling your policy

To cancel your policy, you must let us know in writing and we will only charge you for the period you were covered, provided you have made no claim.

Our rights to cancel

If the company cancels your policy, we will send you ten days notice by registered letter to your last known address. We will only charge you for the period you were covered.

The law and language of the contract

Both you and we can choose the law within the European Union which applies to the contract. We propose that the law of the Republic of Ireland will apply. The language used in the policy and any communications relating to it will be in English.

No-claim discount and how it works

For every insurance year you do not make a claim we will reduce your premium in accordance with the 'no claims discount' scale operative at the time.

The maximum discount which you can earn is the equivalent of three years claim free. If you make a claim, you will lose any no-claim discount earned.

Your buildings sum insured

The sum insured that you select at inception of your policy must be sufficient to cover the cost of rebuilding the finished property.

Upgrading your policy cover

When work on the property has been completed and the property is occupied, we will be able to upgrade your cover to suit your requirements.

Fraud

You are under a duty to tell us all facts likely to influence how we assess, and if we accept, your proposal. If you do not, we may cancel your policy, declare the contract to be void and refuse to pay any claim under the policy as well as any other rights we may have under the policy. It is in your own interest to mention these facts. If you are in any doubt whether certain facts are important, please ask us.

Caring for you

There may be times when you feel you do not receive the service you expect from us. This is our complaints process to help you.

- For a complaint about your policy, contact our customer help line on 1850 27 26 25.
- For a complaint about your claim, contact our claims action line on 1850 63 53 43.

If we cannot sort out your complaint, you can contact our Customer Care Department on 1890 211850 or:

- email: axacustomer@axa.ie ; or
- write to our Customer Care Department at AXA Insurance, Freepost, Dublin 1.

If you are unhappy with the way we have dealt with your complaint, you may be able to refer to:

- the Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2: Locall number 1890 88 20 90, Fax: 01 6620890. Email: enquiries@financialombudsman.ie Website: www.financialombudsman.ie or
- the Irish Insurance Federation on 01 6761914.

Our promise to you

- We will reply to your complaint within five working days.
- We will investigate your complaint.
- We will keep you informed of progress.
- We will do everything possible to sort out your complaint.
- We will use feedback from you to improve our service.

Important Regulatory Information

AIB Home Insurance is exclusively underwritten by AXA Insurance dac. AIB Insurance Services Limited is regulated by Central Bank of Ireland. Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland. We may record or monitor phone calls for training, prevention of fraud, complaints and to improve customer satisfaction. AXA Insurance dac is regulated by the Central Bank of Ireland.

Call **1850 404 204**
or Drop in to any branch.

www.aib.ie

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