

# EXECUTIVE HOME

PROSPECTUS & KEY FACTS



STERLING  
*looking after tomorrow*



## About Sterling

Sterling Insurance Company Limited is one of the UK's leading specialist insurers and has insured higher value homes for well over 60 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 by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation 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, award winning claims team will ensure that your claim receives priority attention and that it's fairly and sensitively handled. They will issue our cheque as soon as a settlement has been agreed.

## Peace of mind

If it is considered necessary, 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.

## Chartered Insurance Institute (CII)

Sterling is committed to giving the best opportunities to its staff by furthering their technical knowledge and insurance education and as a result, has been awarded corporate Chartered status by the CII.



### 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 escape of water 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 Helpline services will be available to you including Home Emergency situations, Legal and Tax advice, Health and Medical Information and a confidential Counselling service.

**Identity theft** – cover for up to £50,000 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.

**Executive yellowtag™** - We will send you an Executive yellowtag™ pack containing tags that will protect your passports, baggage, keys and personal portable items. 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
- **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-motorised horse-boxes** - included up to £5,000
- **Watercraft** - 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 £20,000
- **Preventative measures** – we will pay up to £2,500 towards the cost of installing either a water leak detection and prevention system or a flood prevention system at your home following an escape of water or flood claim of greater than £20,000

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.

## Family Legal Protection

Provides cover for legal costs and expenses up to £100,000 for incidents arising from employment or contract disputes, personal injury or clinical negligence or for property protection in relation to your principal or secondary home. Cover is also provided for tax protection, jury service and Court attendance and for legal defence.

The following can be added as optional covers:

## Executive Road Rescue

We are able to provide you with a comprehensive motoring breakdown and recovery service throughout UK and most European countries.

## Executive Travel

We can arrange to provide you with annual travel insurance giving a wide range of benefits. This is separately underwritten by Tokio Marine Europe Insurance Limited. Please ask us for details and a quotation.

## Other Homes

Please also ask us for a quotation for your Second Home or your Overseas Home. This can all be incorporated within the Executive package.

## 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 preferential fees with the following leading independent firms of specialist valuers and fine art consultants:

- Pall Mall Art Advisors
- Gurr Johns
- Quastel Associates
- The Chester Valuation Company

Please ask us for further details of their services.

### 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

Sterling Insurance takes a close and responsible interest in the environmental impact of its operations. Due to the nature of our business, we do 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.

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 that of the local community and society at large.

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.





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 notify: Sterling Insurance Company Limited, 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX. Telephone: 0845 271 1488. Email: [info@sterlinginsurancegroup.com](mailto:info@sterlinginsurancegroup.com)

## ***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 notifying us 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
- Executive Road Rescue which is underwritten by Brit Syndicate 2987 at Lloyd's

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

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

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

**keyfacts**®

### 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, Class 1 and Class 2 mobility scooters and golf buggies</li> <li>quad bikes, go-karts and off-road motorcycles up to 50cc</li> <li>trailers and non-motorised horse-boxes</li> <li>surfboards and hand or wind propelled watercraft up to 12 feet</li> <li>tenants improvements, aerials, satellite dishes and CCTV equipment</li> <li>outdoor items</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>Motorised garden and agricultural equipment, trailers, non-motorised 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> <li>Wine</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>Any one quad bike, go-kart or off-road motorcycle - £5,000</li> <li>Any one trailer or non-motorised horse-box - £5,000</li> <li>Any watercraft - £5,000</li> </ul>	15-22
The following covers are included	for up to:	
Additional homes – within 60 days of ownership or occupancy	15% of the sum insured / maximum £50,000	15
Alternative accommodation costs if your home is rendered uninhabitable following a loss	3 years	15
Office business equipment at home	£20,000	15
Business stock	£10,000	15
Increase in the value of art after the death of the artist	£50,000	15
Defective title	10% of the sum insured / maximum £25,000	15
Parent's / Grandparent's possessions whilst in a care home	£10,000	15
Fatal injury or acquired disability	£25,000 for fatal injury / £15,000 for acquired disability	15
Fraudulent use of credit cards, bank or building society books	£25,000	16
Christmas, wedding and other gifts	£10,000	16
Property of guests and domestic employees	£500 for any one article / maximum £5,000	16
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	£50,000	16
Marquees	£30,000	17
Metered water, heating oil or gas	£10,000	17
New purchases	20% of the sum insured	17
Outdoor items	£25,000	17
Personal money	£2,500	17
Preventative measures	£2,500	17
Reinstatement of data	£10,000	17
Reinstatement of documents	£10,000	18
Removal of debris costs	the sum insured	18

**Contents, Art and Jewellery – Section 1 - Continued**

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
Replacement locks and keys	the sum insured	18
Reward leading to a conviction	£10,000	18
Stalking	£20,000	18
Trauma cover	£15,000	18

**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 panels and associated power-generating equipment, 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 or grass tennis courts</li> </ul> Piers, wharfs, docks, jetties and moorings are excluded	23 & 26
The following covers are included	for up to:	
Alternative accommodation costs	3 years	23
Architects' and surveyors' fees and other costs	the sum insured	23
Environmental home upgrade	£2,500	23
Environmental home additional costs	£2,500	23
Fixtures and fittings temporarily removed	10% of the sum insured	23
Forced evacuation	30 days	23
New fixtures and contract works	£75,000	24
Preventative measures	£2,500	24
Reinstatement of gardens and grass tennis courts	5% of sum insured / maximum £25,000	24
Replacement locks and keys	The sum insured	24
Trace and access	£15,000 for claims occurring outside the home	25

**Liability – Section 3**

Covers the legal liability of you and/or 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>	27 - 30
The following covers are included	for up to:	
Occupiers', personal and employers' liability	£10,000,000	27 - 30
Property owners' liability	£10,000,000	27 - 30
Organised events	£10,000,000	27 - 30
Additional and acquired land	£10,000,000	27 - 30
Tenant's liability	£1,000,000	28
Unrecovered damages	£1,000,000	28



**Executive Home Emergency – Section 4**

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
Contractors call-out and other charges for emergency assistance following the failure of: <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> Or for vermin inside your home	This does not cover: <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, non-residential 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 BTU's</li> </ul> Up to £500	31 & 32

**Family Legal Protection – Section 5**

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
Legal costs incurred in: Pursuing and defending your rights in respect of: <ul style="list-style-type: none"> <li>Employment disputes</li> <li>Contract disputes</li> </ul> Pursuing <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> Defending your rights following <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> Financial loss resulting from jury service or Court attendance	This does not cover: <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> <li>Any costs that your choice of law firm incurs above what DAS would have paid their preferred law firm. These costs will be your responsibility.</li> </ul> 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 Up to £100,000	33 - 38

**Executive yellowtag™ – Section 6**

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

**Executive Road Rescue – Section 7**

Provides cover for the recovery of a motor vehicle that suffers a breakdown when driven by you, or your spouse or partner.

This includes recovery services from home and in most of Europe.

Significant Features and Benefits	Significant Exclusions and Limitations	Policy page no.
Covers: <ul style="list-style-type: none"> <li>Roadside assistance and recovery and Home Assist</li> <li>Alternative travel if this is not possible the same day</li> <li>Emergency overnight accommodation costs</li> <li>Costs incurred if you cannot complete your journey due to illness, injury, assault or mugging</li> </ul>	This does not cover: <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 or Tax disc</li> <li>Vehicles of more than 3.5 tonnes; 17 feet long; 6 feet 3 inches wide; or 20 years old (unless specially agreed)</li> <li>Breakdowns where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter</li> </ul> Up to £25,000	40 - 44



## ***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 the excess will be reduced by £250 unless

- the claim is for subsidence, heave or landslip or the escape of water from a fixed water or heating installation
- we have imposed an increased excess by memorandum in the policy schedule.

### **Section 5 – Family Legal Protection**

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

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

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

If you wish to make a complaint you should contact 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 - Email: [info@sterlinginsurancegroup.com](mailto:info@sterlinginsurancegroup.com)

**Section 4**

Customer Relations Department, Cunningham Lindsey UK, 225 Bath Street, Glasgow G2 4GZ

Telephone: 0141 240 2500 Email: [crm-glasgow@cl-uk.com](mailto:crm-glasgow@cl-uk.com)

**Section 5**

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

Telephone: 0117 934 0066 - Email: [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk)

**Section 7**

Customer Relations Department, ARAG plc, 9 Whiteladies Road, Clifton, Bristol BS8 1NN

Telephone: 0844 472 2938 - Email: [customerrelations@arag.co.uk](mailto:customerrelations@arag.co.uk)

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: 0800 023 4567 or 0300 123 9 123.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

A copy of each Insurer's 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). You may be entitled to compensation from the FSCS if we cannot meet our obligations. Further information is available from The Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU 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 by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and appears on the Financial Services 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 by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and appears on the Financial Services register under number 202106.

### Information about Underwriters at Lloyd's

Lloyd's, One Lime Street, London EC3M 7HA. Lloyd's is a registered trademark of the Society of Lloyd's. Lloyd's is authorised under the Financial Services and Markets Act 2000 and is regulated by the Financial Conduct Authority (FCA).

## **ENVIRONMENTAL IMPACT**

Sterling Insurance takes a close and responsible interest in the environmental impact of its operations. Due to the nature of our business, we do 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**

At all our offices we endeavour to recycle existing materials wherever possible.

We have developed more effective waste management policies and have effective recycling policies for glass, paper, cardboard and print cartridges across all our 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 that of the local community and society at large.



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