

IMPORTANT NOTICE: CHANGES TO YOUR POLICY DUE TO BREXIT

As a result of the likely departure of the United Kingdom from the European Union (Brexit), **we** have had to make some changes to how **our** policies are underwritten from 1st January 2019.

Please note that the changes referred to in this notice do not affect the cover provided under the policy.

Previously **our** policies were underwritten by Hiscox Underwriting Ltd (HUL) as an intermediary on behalf of the insurers shown in the schedule. Most sections of the policies were insured by Hiscox Insurance Company Limited (HIC), although some sections were insured by other insurers, as detailed on the schedule.

As a result of Brexit, sections of **our** policies that were previously insured by HIC are now insured by Hiscox SA (HSA) directly. HUL will no longer act as intermediary. HSA is an insurance company in the Hiscox group, domiciled and regulated in Luxembourg.

As a result of the change of insurer from HIC to HSA, **we** have had to make a number of changes to the way in which **our** policies are administered, including how complaints are dealt with.

In order to reflect these changes, the following amendments are made to **your policy**, including the schedule:

	Amended to read:
References to Hiscox Insurance Company Limited:	Hiscox SA
Address:	Hiscox SA registered head office: Avenue John F. Kennedy 35F 1855 Luxembourg LUXEMBOURG Local branch office: Hiscox SA (Irish branch) The Observatory 7-11 Sir John Rogerson's Quay Dublin 2 D02 VC42 REPUBLIC OF IRELAND Website: https://Hiscox.ie
Company number:	Hiscox SA: Registered in Luxembourg with Trade and Company Register Luxembourg (RCS Luxembourg): registration number B217018 Hiscox SA (Irish branch): Registered in Republic of Ireland with Companies Registration Office: company number 908764
Regulator:	Hiscox SA is subject to the supervision of the Commissariat aux Assurances Local branch regulator: Central Bank of Ireland
Signatory:	Richard O'Dwyer Managing Director, Hiscox SA (Irish branch)
Contact number and email address for Customer Relations	<u>Customer relations:</u> customerrelations.ireland@hiscox.com +353 1 238 1810
Contact numbers and email addresses for Claims	<u>Private Client claims</u> privateclientclaims.ireland@hiscox.com +353 1 238 1814
Complaints:	Customer Relations Hiscox SA (Irish branch) The Observatory

Art and Private Client – Endorsement

	<p>7-11 Sir John Rogerson's Quay Dublin 2 D02 VC42 REPUBLIC OF IRELAND</p> <p>or by telephone on +353 1 238 1810 or +353 1800 901 903 (free toll number), or by email at customerrelations.ireland@hiscox.com.</p>
Complaints (regulator):	<p>If you remain dissatisfied after the internal dispute resolution process, you may have the right to refer your complaint to the Financial Services and Pensions Ombudsman.</p> <p>The Financial Services and Pensions Ombudsman (FSPO) is an independent, impartial, fair and free service that helps resolves complaints with pensions providers and regulated financial services providers.</p> <p>Contact details: Financial Services and Pensions Ombudsman Lincoln House Lincoln Place Dublin DO2 VH29</p> <p>Phone: +353 1 567 7000 Email: info@fspoi.ie Web: www.fspoi.ie</p> <p>If you have purchased your policy online you can also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is: http://ec.europa.eu/odr.</p> <p>Alternatively, you can also contact:</p> <p>Commissariat aux Assurances 7, boulevard Joseph II L-1840 Luxembourg LUXEMBOURG e-mail: caa@caa.lu</p> <p>Insurance Ombudsman ACA, 12, rue Erasme, L - 1468 Luxembourg LUXEMBOURG Phone: +352 44 21 44 1 Fax: +352 44-02-89 e-mail: mediateur@aca.lu</p>
In addition, any references to Hiscox Underwriting Ltd in your policy are removed.	

OVERSEAS
HOME
INSURANCE

THE HISCOX GUIDE TO INSURING YOUR OVERSEAS HOME.




HISCOX
AS GOOD AS OUR WORD

Insuring your overseas holiday home

We all know how important it is to have the right insurance cover for your home. Comprehensive protection against risks such as fire, flood, theft and accidental damage can make sure that, in the unfortunate event of making a claim, your home quickly returns to normal.

For overseas holiday home owners, all these risks are just as relevant. In some cases, they can be more extreme. If your holiday home is vacant for long periods for example, the risk of theft is much greater. If it's in an area more susceptible to natural weather threats such as earthquakes, flooding, wildfires or lightning, the importance of making sure you have the right insurance in place is critical. Inadequate holiday home cover could leave you with a costly bill.

Finding the best cover

Whether it's a villa, ski chalet, apartment or country estate, the 'Hiscox guide to insuring your overseas home' has been put together to help you consider the different insurance options for your overseas property. It will help you explore some of the issues when looking for the best cover for your needs so that if the worst happens, you have peace of mind that your overseas property and possessions are well protected.



What to consider when insuring an overseas property

Insuring your overseas holiday home can seem more complicated than insuring your UK property. Each country has its own different laws, regulations and practices in place, as well as differences in insurance policies. In addition, there could be language problems in understanding a complex insurance document either written in a foreign language or poorly translated.

And should the worst happen:

- are you confident that you would be able to navigate your way through the process of making a claim?
- what about coordinating with the insurance professionals sent to inspect your property or dealing with the local tradespeople required to rectify any damage?
- can you be sure that the policy you have bought would stand up to the test and cover your loss?
- expert guidance and advice at a time of crisis is critical. Would you prefer to receive guidance from a personal contact you have met, or have spoken to in your native language?

If you are buying insurance for your overseas holiday home for the first time or renewing a policy, these are all areas you will need to consider. Many issues will be influenced by whether you choose to arrange your insurance directly with an insurer, or use an independent insurance broker either in the UK or abroad where your property is located.

In the following sections we look at the pros and cons of each option as well as other points that are important to remember when insuring your overseas holiday home.



How you can buy: direct or via an independent broker

When looking to buy a policy for your overseas holiday home, you can either go direct to an insurer, or use an independent insurance broker. In both cases you could choose to use a UK provider or one based abroad.

Buying direct

If you decide to go straight to an insurer (possibly via a tied-agent who sells insurance for only one company), you will usually benefit from ease and speed of purchase, but you have to invest the time in finding the policy that best suits your need.



Buying via an independent broker

Alternatively, you also have the option of using an independent broker in the UK or abroad to buy your insurance policy. This approach means

- a broker will search the market for the best value in terms of money and for the cover you need
- you can deal with your usual insurance broker - it's a relationship with someone you already know and trust
- it's easy and straightforward - one insurance broker for all your requirements whether it's your UK home or your overseas holiday home.

Designed for you

A broker can also advise you on making sure you buy a policy suitable to your needs which might, though not always, be a high net worth policy from a specialist insurer.

A specialist policy can offer:

- all risks cover (everything is covered unless excluded) - including personal possessions taken out of the home
- additional protection for alternative accommodation and loss of rent - should the property become inhabitable following a fire or flood for example
- the benefit of a broker service – you are getting a broker to do all the fact finding and research on your behalf.

What to think about when insuring abroad: getting the right cover

Whichever route you choose, it's key to remember that insuring an overseas holiday home is different to insuring your UK home. There are often country specific terms and conditions that don't exist in the UK such as:

- a policy often cannot be cancelled until renewal and requires two months' notice
- many local policies include security warranties for second/holiday homes (warranties are conditions stipulated by an insurer such as the requirement to fit a certain type of alarm for example or restricted cover depending on levels of occupancy)
- there may be limited liability limits - the policy might not be sufficient to pay the whole of a liability claim following a member of the public or an employee having an accident on your property
- claims support often not included - you could be left to handle claims directly with the insurer.

What to think about when insuring abroad: language and claims

Should the unfortunate occur and you have to make a claim, a broker will be able to guide you through the claims process. This might be a stressful period for you so the value of an English speaking claims team, with a duty to protect your best interests, dealing with your claim efficiently and effectively without getting lost in translation, can help relieve some of that stress.

You may be proficient in the local language where your holiday home is located, but are you confident you could interpret:

- insurance policy wordings in a local language - requires a good standard of the local language or might simply be poorly translated
- local legal terms
- local claims handling teams, surveyors and loss adjusters who might not speak fluent English.

Specialist brokers and insurers can help you through this process by recommending that your insurance includes:

- English policy wording - you know what you've bought

- British claims handling team - English speakers, based in the UK to handle your claim
- access to British surveyors and loss adjusters - based overseas so you know they are on the ground looking after your interests.

A specialist broker/insurer will also understand the local regulations and requirements in the country where your overseas property is, as well as saving you time, hassle, confusion and paperwork.

What next?

We hope that this guide has helped you navigate through the various options when it comes to insuring your overseas holiday home. Making sure you have comprehensive insurance in place will mean you can spend more time enjoying your holiday home, secure in the knowledge that you will be protected if something should go wrong.

About Hiscox

As a specialist insurer, based in the UK and abroad, we work with high net worth insurance brokers and pride ourselves on the quality of the cover we offer for overseas holiday homes. We also know that the real test of insurance is when you come to make a claim which is why our overseas holiday home insurance is underpinned by a team of experienced and dedicated UK based claims handlers.

To arrange a Hiscox quotation for your overseas holiday home, please contact your local broker.



Claims are dealt with on a case by case basis and are subject to the terms and conditions of the policy wording. For full details please read the policy wording.

Hiscox Underwriting Ltd is authorised and regulated by the Financial Conduct Authority.

