

Monzo Contents Insurance

Insurance Product Information Document

Company: Chubb European Group SE [UK Branch]

Product: Monzo Contents Insurance

Chubb European Group SE is incorporated in France and operates through a branch in the UK. Authorised and regulated by the French Prudential Supervision and Resolution Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (FS Register number 820988).

Chubb is the insurer of this product which has been designed in collaboration with Monzo. Monzo Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FS Register number 730427).

This document provides a summary of the main coverage and exclusions of Monzo Contents Insurance. It is not personalised to your specific individual needs. Complete pre-contractual and contractual information about this product is provided in the policy schedule and policy terms and conditions. The terms and conditions, along with your personalised schedule will provide you with exact details of what is and isn't covered, as well as important duties and conditions that you must comply with to ensure your cover remains effective.

What is this type of insurance?

This product provides protection if your contents get damaged or stolen. It also covers you if you accidentally cause property damage or injury to others, including liability you have as a tenant. We also provide temporary accommodation if your home becomes unliveable. Some of the covers available are optional, however all of the covers you have chosen to include will be clearly shown on your policy schedule.



What is insured?

The main covers are listed below. Full details of benefits, sub-sections and limits are contained in the policy document. The value of your contents is insured to a value you choose between £20,000-£100,000, as detailed in your policy schedule.

- ✓ Your contents are covered against damage caused by fire and smoke, lightning, storm and wind, theft, flood, explosion, earthquakes, subsidence, and household leaks.
- ✓ Your contents are covered up to the out of home policy limit, against theft and damage while you're outside of your home anywhere in the British Isles.
- ✓ You're covered for alternative accommodation if your home isn't liveable because of something covered by the policy.
- ✓ You're covered if you accidentally cause damage or injury to others (Personal and Public Liability).
- ✓ You're covered if you damage your landlord's things or the building itself because of an event covered under another section of this policy, which your tenancy agreement says you are responsible for.
- ✓ You're also covered for:
 - food that's gone bad because of your fridge or freezer breaking or losing power.
 - loss or damage to any money or credit cards.
 - replacement locks and keys for your home.
 - damage or theft of your contents while moving from your current home to your new home.

Optional covers (if selected)

- Your contents are covered against accidental damage that is sudden and unexpected.
- Jewellery, watches, works of art, bikes, mobile phones, portable electronics and camera/photography gear over the high value item limit, are covered for damage and theft, and out of home (if selected), up to the specific item limit on your policy schedule.
- You're covered for home emergencies such as heating breaking down, plumbing issues, damage to external doors, gas or electricity not working or getting rid of vermin (up to the limit in your policy schedule).



What is not insured?

For a full list of what is and isn't covered please refer to the policy document.

- ✗ Wear and tear (including ongoing damage caused by pets or animals).
- ✗ Damage caused by maintenance, cleaning, routine decoration or any alterations, repairs or restorations
- ✗ Items which have stopped working for no apparent reason or are covered by a manufacturer's warranty.
- ✗ Faulty workmanship, designs or faulty materials – like an electrician installing a light fitting wrong.
- ✗ Unpleasant smells without any other damage.
- ✗ Damage caused by rot, fungus, woodworm or any insects or vermin.
- ✗ Any items used mainly for a business that you run or work for, or things owned by your employer.
- ✗ Anything caused by building works to your home (other than if the works are done by Chubb or one of their suppliers)
- ✗ If your home is unoccupied for more than 60 days, you won't be covered for: malicious acts, vandalism, theft, or attempted theft, escape of water, escape of oil and freezer food contents.



Are there any restrictions on cover? (continued)

- ! Excess: for each claim, you may be required to pay an excess. Please refer to your policy schedule for full details.
- ! Most insured events will not be covered whilst the property is unoccupied for 60 consecutive days or more.
- ! Damage or theft of any items of jewellery, watches, works of art, bikes, mobile phones, portable electronics and camera/photography gear over the high value items limit, other than the ones listed as high value items in your policy schedule.

Tenant's liability

- ! Tenant's Liability costs if below the tenant's deposit amount.

Theft

- ! No theft cover or things stolen from outbuildings or garages.
- ! No theft cover if your things are left unattended, unless stolen from within a locked location, or from a vehicle unless there was forced entry, and the items couldn't be seen.

High value items (optional)

- No cover for any high value items above £10,000.
- No cover for high value items without proof of purchase or ownership.

Accidental damage (optional)

- Damage caused by wear and tear from pets.
- Damage to devices caused by computer viruses or cyber-attacks.
- Damage to clothes.

Home emergency (optional)

- You'll only be covered for costs if Chubb has accepted the claim and agreed to pay them before you incur them.
- Not all heating systems are covered



Where am I covered?

- ✓ Contents at the home specified on your policy schedule.
- ✓ Damage or loss of your things while moving home within the British Isles.
- ✓ Damage or theft of your things, up to the out of home policy limit, within the British Isles.

Optional covers (if selected:)

- Accidental damage to your things at the home specified on your policy schedule.
- Out of home damage or theft of your high value items within the British Isles.
- Cover for home emergencies at the home specified on your policy schedule.



What are my obligations?

- You need to always be honest with the information you give us about anything to do with your policy or claim. If not, we may not pay for a claim or any other claim after the time you were dishonest with us.
- You must always take reasonable care in keeping your home and contents outside of your home secure. For example, not leaving doors or windows open or unlocked.
- You must tell us immediately if there are any changes to where you are living or the nature of your insured things at any time before or during the time of your policy.
- You need to tell us within 30 days of something happening (or of your discovery of that something) which might cause you to make a claim, or as soon as reasonably possible (if you can't within 30 days).



When and how do I pay?

When you first purchase the policy, payment for the first month will be taken immediately. For each month thereafter, a monthly payment will be taken from your Monzo current account on the same day starting a month after the cover starts.

This is an annual policy paid monthly.



When does the cover start and end?

The start date and end date of this policy are shown on your policy schedule. This is an annual policy and will renew automatically each year, unless you opt out of automatic renewal. Each year you can either choose to renew, or continue your cover, or cancel the policy.



How do I cancel the contract?

You can cancel your policy on the Monzo app. You can cancel your policy at any time, and we will return the unused portion of your payments.