Product Information & Frequently Asked Questions for Pen's household product on Applied

- The product is called **Pen e-Solutions**
- It is designed for standard and non-standard household risks
- Policy wording, summary of cover and the endorsement library are available to download from Pen's website https://www.penunderwriting.co.uk/Products/Non-Standard-Home-EDI-Applied
- The IPID is contained within the document suite
- Defined words in the policy wording, schedule and statement of fact are shown in capital letters eg HOME
- The insurer(s) for this product are detailed by endorsement on the schedule
- Pen will issue a monthly broker statement for payment
- This product is not full cycle EDI, please refer to the renewal section on page 4 for further details
- Every month Pen will email details of all new claims and adjustments to existing claims – the email will come from pen.broker.claims@penunderwriting.com

Please note: Page 4 of the policy wording 'Information & Changes We Need to Know About' provides details on the type of changes that need to be declared. If there is no additional information to declare and Applied is returning a guaranteed quotation, you do not need to contact Pen.

Sums Insured
- Blanket cover at £1million for buildings - Blanket cover at £75,000 for contents

Valuables, cover inside the home
- Within the contents sum insured, there is up to £30,000 for valuables in the home, for items below the single article limit - There is an inner limit of £10,000 for jewellery and watches kept in the home - Any valuable £5,000 or greater must be specified as it exceeds the single article limit - Specified valuables, are in addition to the contents sum insured Example, if a £10,000 picture is specified the customer will have £75,000 for general contents and £10,000 for the picture, total cover £85,000

Personal Possessions – cover inside and outside the home
- If selected, this cover is in addition to the contents sum insured - Any item, pair, set or collection £2,000 or greater must be specified - Cover is provided on a World-Wide basis, up to a maximum of 60 days per trip - All pedal cycles regardless of value must be specified - there is no cover within unspecified personal possessions for pedal cycles - Any item of jewellery or watches insured under personal possessions, whether unspecified or specified, is in addition to the valuables cover in the home. Example: specified £15,000 ring under personal possessions, is covered in and away from the home because personal possessions is world-wide cover. The customer would also still have £10,000 limit for other miscellaneous jewellery and watches kept in the home only.

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For full legal and regulatory information go to: http://www.penunderwriting.co.uk/Legal-And-Regulatory-Information.aspx

Excesses

- Standard building / contents excess £100
- Accidental damage buildings / contents excess £100
- Escape of water £250
- Personal possessions excess £100
- Pedal cycle excess £100
- Subsidence, contents £100
- Subsidence, buildings is variable depending on the postcode, £1,000 / £2,500 / £5,000

The above standard excesses may be amended via endorsement, please refer to the excess / endorsement screens for details.

Voluntary Excess - 2 options are available, £100 or £150 – if an alternative amount is selected the product will automatically apply the nearest excess. Customers can select a different voluntary excess under buildings compared to contents. The voluntary excess selected under contents will also apply to personal possessions and pedal cycles

Building Works

Page 4 of the policy wording details the type / value of works to be declared.
Works must be disclosed if the cost including VAT is above £25,000.
All works to be declared regardless of value if a bedroom / bathroom / or basement conversion is happening. Pen will look to accept works up to £100,000. Cover if granted is for the existing home plus the structure in progress.

Should you require a quote for more than £100,000 worth of works please quote via our Specialist Home product on our online Pen Central platform or email your presentation to our Manual Household team on UK.NSHome@penunderwriting.com

Previous Subsidence

Acceptance is based on postcode area, date when the subsidence occurred, cost of the claim and whether the home has been underpinned.

Previous Flooding

On EDI we are not subscribed to Flood Re.
Should you need a quote on this basis our Manual Household team have a Flood Re enabled product available. Please send your presentation to UK.NSHome@penunderwriting.com for a quote

Students Contents

If contents is selected as standard there is cover up to £2,500 for contents belonging to a member of your family whilst living in halls of residence or any other term time student accommodation. Cover applies in the UK only.
Please note that Valuables (please refer to the definition) are excluded and therefore there is no cover for certain items, such as a laptop, unless the item has been insured under the personal possession section of a policy.
Please refer to page 20 of the policy wording for details of the exclusions.

Occupancy Types

This product will quote for

- Permanent homes
- Let property
- Holiday homes – sole use by proposer or family
- Let holiday homes, including AirBnB
- Weekend or Weekday Homes
- Unoccupied

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Exposed Beams

If the home has exposed beams this is acceptable

Let Property

Let properties can be quoted on this product with let endorsements applicable, refer to the excess / endorsement screens for details. Please be aware that this is a household product and the cover available is not as extensive as a residential property owner's policy.

As standard all let properties and let holiday homes include £5,000 of cover for Malicious Damage by a Tenant(s) – this extension of cover will be applied by endorsement.

Full accidental damage cover is also available, if requested and this cover is chargeable.

Unoccupied

Unoccupied properties are acceptable on a restricted perils basis.
Cover is subject to the home being in a good state of repair and there will be requirements in relation to security and regular visits. Please refer to the endorsements shown on the quotation.
Pen will not offer cover if the home has any subsidence history, even if it has been underpinned.
The policy wording details which perils are excluded when the home is unoccupied.

Convictions

If a conviction is spent this does not need to be declared and it can be removed from the quote.
Multiple convictions (i.e. more than 1) are a decline on this product.
Should you require a quote for multiple convictions please quote via our Specialist Home product on our online Pen Central platform or email your presentation to our Manual Household team on UK.NSHome@penunderwriting.com

Business Use

Pen will quote for both clerical and non-clerical business use.
£5,000 of cover included as standard under contents for home office equipment.
There is no cover available for stock, business equipment, business cash, liability to staff or liability in connection with the business.

Multiple Construction Materials

If the roof and or walls are of mixed construction, please quote based on the highest percentage material.
Example, walls 70% brick, 30% timber, input as brick

If any part the walls are asbestos, mundic block, straw bale or structurally insulated panels the risk is unacceptable. If any part of the roof is asbestos or thatch the risk is unacceptable.

Pen do have an offline thatch facility so please send your thatch presentation to UK.NSHome@penunderwriting.com for a quote

Open Fire / Log Burner

If the home has an open fire or a log burner this is acceptable.
We would recommend that the policyholder has a fire blanket or fire extinguisher at the property

Annex

If the home has an annex please ensure the number of bedrooms and bathrooms declared takes into consideration the main dwelling and the annex. Eg, 3 bedroom house with an annex should be input as 4 bedrooms

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This product is not suitable for

- Properties in Northern Ireland
- Thatch roof's
- Properties that have a flood history
- Policies in company names
  Properties with more than 5 bedrooms (acceptability for 5 bedroom homes is based upon year of build, type of property and listed status)

Renewals

This product is not full cycle EDI which means we will not send you any premiums or terms by EDI. Each policy needs to be re-quoted as new business, a new policy number will be allocated.

When re-quoting please ensure you update:

- the policy with any claim details as per the monthly claims feed supplied by Pen. This is sent monthly from pen.broker.claims@penunderwriting.com
- previous insurer field to Pen Underwriting Ltd

No Claim Discount:
Please increase the no claim discount by 1 year, if no claim has been made in the last 12 months

If a claim(s) has been made in the last 12 months, what do I do?
Please step back the no claim discount by 2 years for the section(s) claimed for.
If the no claims discount was 5 years or more at the time of the loss, please step this back to 3 years.

Pen e-Solutions is generating a referral, what do I do?
If the risk is referring, even if it for the same reason as the expiring policy, please email your quote breakdown and any information in connection with the referral to EDI@penunderwriting.com

Are there offline options if the risk no longer fits EDI?
Yes. If the risk does not meet our criteria via EDI, our underwriting team are still available to help you. Our Specialist Home and Premier Home offerings are available via our online e-trading platform, Pen Central.

Pen Central offers instant quote and bind capabilities for non-standard and mid-net worth risks so it's never been easier or faster to find cover for your clients. These products are sum insured based, please ensure you quote using the rebuild and contents replacement sums insured. These products also have different policy wordings compared to Pen E-Solutions EDI.

To request access to Pen Central please email central@penunderwriting.com with your full name and email address and we'll get this arranged for you.

If you already have a login you an access Pen Central by visiting https://central.penunderwriting.co.uk

Alternatively, for complex risks that do not fit EDI or Pen Central, such as thatch, flooded risks, short term unoccupied, please submit your presentation to UK.NSHome@penunderwriting.com or call the team on 01403 321007

Contact Information

- EDI product referrals please email the quotation breakdown to edi@penunderwriting.com
- Account statement queries please call 0141 233 3052
- Product activation please call 01403 321 372
- Claims 0345 072 9957
- Queries regarding the policy wording please call 01403 321 373 option 5

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