Hearing Aid Insurance

POLICY WORDING
Welcome to

ASSETSURE

Insurance For Hearing Aids

This policy is underwritten by certain syndicates at Lloyd’s of London and administered by Assetsure. It is important that you read this policy together with your current schedule and any endorsements carefully. If anything is not correct or it does not meet your insurance requirements please let us know immediately.

You should keep a record (including copies of letters) of all information you supply to us in connection with this contract of insurance. No change or modification to this policy shall be effective unless confirmed in writing by us.

The amounts insured should represent the full value of the item insured. If you are in any doubt speak to us.

You must take reasonable care not to make a misrepresentation to us. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amendment to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform us, this could mean that part of or all of a claim may not be paid.

James Farley, Managing Director
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Definitions

The following definitions apply to this policy. Each time the words below are used they will have the same meaning wherever they appear in the policy or Schedule. To help identify these words they will appear in **bold**.

**Amount insured** shall mean the amount shown on the Schedule for an individual item, or a category of items.

**Damage** shall mean physical damage or destruction.

**Item Insured** shall mean each item that is individually insured.

**Hearing aid** a small amplifying device worn to assist hearing.

**Loss** shall mean physical loss or theft of the item insured.

**Home** shall mean the private dwelling used as your main residence.

**Period of Insurance** shall mean the period of cover shown on your Schedule.

**Policy** shall mean and include all information provided to us as part of a proposal for the issue, renewal or amendment of the contract of insurance as set out in this document and shall incorporate the Schedule and any endorsements issued, all of which shall be incorporated in this document.

**Schedule** shall mean the Schedule attached to or referred to in this Policy.

**Terrorism** shall mean an act, including using or threatening to use force or violence which:

- is committed by a person or group of people, whether acting alone or on behalf of or in connection with an organisation or government; and is for political, religious, ideological or similar reasons. This includes the intention to influence a government or to frighten the public or any section of the public.
- We, us, our, insurer shall mean the insurance company shown on your Schedule.
- You, your, insured shall mean the person(s) named in the Schedule and all permanent adult members of that person’s household.

**Excess** The first portion of each and every loss you are required to pay. The amount of Excess is stated on your schedule of insurance.

What is covered

We will insure the item(s) insured as described in the Schedule against physical loss or physical damage up to the amount insured anywhere in the world during the period of insurance, subject to the terms, exclusions and conditions shown below.

What is not covered

We will not pay for:

1. **Loss or damage** occurring outside of the United Kingdom if you have been, or intend to be, away from the United Kingdom for more than 60 consecutive days.
2. Any disposable hearing aid(s).
3. **Loss or damage** to batteries unless hearing aid(s) lost or damaged at the same time.
4. **Loss or damage** caused by battery leakage.
5. **Loss or damage** whilst you are swimming or involved in any water sport.
6. **Loss or damage** whilst you are in water.
7. **Damage** caused when with audiologists.
8. Any routine repair, servicing, inspection, maintenance, cleaning, alteration or restoration costs;
9. **Loss or damage** caused by or resulting from natural ageing, wear and tear, gradual deterioration, inherent or latent defect, rust or oxidation, moth or vermin,
10. Electrical or Mechanical fault or breakdown.
11. Losses by theft or robbery which are not reported to the police within 24 hours of discovery;
12. **Loss or damage** occurring to any item in the care, custody or control of a postal courier unless the sending was arranged by a professional retailer from whom you purchased the item within the 30 days preceding the date of loss.
13. Any costs covered by any manufacturer’s guarantee or warranty;
14. **Loss, damage**, costs or expenses arising directly or indirectly from biological or chemical contamination caused by or resulting from an act of terrorism. This includes poisoning, or preventing or limiting the use of an object, due to the effects of any biological or chemical agent;
15. **Loss or damage** arising directly or indirectly from nuclear reaction, nuclear radiation or radioactive contamination;
16. **Loss or damage** directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power;
17. **Loss, damage or liability caused by or resulting from your property being confiscated, taken, damaged or destroyed by or under the order of any government or public authority;
18. **Loss or damage** caused by or resulting from criminal or deliberate acts committed by you.
Other Covers

Cost of Consulting and Re-Fitting
Following an insured loss, we will pay up to £150.00 maximum per annum in respect of any consultation and re-fitting charges.

How we pay claims

In all cases the most we will ever pay for any one item is:

For items individually specified: the amount shown on the schedule for that item.

The most we will pay in total for each incident of loss is the amount insured.

We will decide whether we repair, replace or offer a cash settlement.
General Conditions

Under Insurance
A proportionate reduction in any claims settlement will be made should you under insure (i.e. the sum insured you have chosen is less than the value of your hearing aid.

What to do in the event of a claim
You must tell us as soon as possible about any incident which you may need to claim for under this policy. You may contact the claims department on 0208 0033 191 or email on assetsure@cl-uk.com. If an item is lost or stolen, you must also inform the police within 24 hours of the incident and obtain a crime reference number. If you fail to comply with any of the above duties this policy may become invalid. You must not authorise repair or restoration of any damaged item without our written agreement.

You must provide us with such information and assistance as we may reasonably require.

Onus of proof
In the event of any claim being made for loss or damage to any insured item, the onus of proving the existence and value of the item shall be upon you.

Duty of care
You must take all reasonable care and measures to protect any item insured and to maintain them in a good state of repair and proper condition. If you do not, we will not have to pay any claim.

Cancellation
You are entitled to cancel this contract of insurance by writing to us within 30 days of either the date you receive this contract of insurance or the start of the period of insurance, whichever is the later, and receive a full premium refund.

You can also cancel this policy at any time by writing to us. We will refund any premium paid for the remaining period of insurance, less our administration fee. If you made a claim during the current period of insurance no refund will be made.

We can cancel this policy by giving you 30 days’ written notice by recorded delivery at your last known address shown in the Schedule. We will refund any premium paid for the remaining period of insurance less the administration charge of £2.50 providing that you have not made a claim during the current period of insurance.

Non-disclosure, misrepresentation and false claims
You must take reasonable care not to make a misrepresentation to us. This means that all the answers you give and statements you make as part of your insurance application, including at renewal and when an amend to your policy is required, should be honest and accurate. If you deliberately or carelessly misinform us, or if you have made a false claim, this could mean that part of or all of a claim may not be paid.

Joint insureds
If there is more than one of you, the total amount we will pay will not exceed the amount we would be liable to pay to any one of you.

Recovered items
If we recover any item(s) insured after a loss, we will write to you at your correspondence address shown in the Schedule and you can buy it back from us within 60 days. We will charge:

- the amount we paid for your claim plus interest; or
- the fair market value of the item at the time we recover it; whichever is less.

If you recover any item(s) insured after a loss, then you must notify us as soon as it is reasonably possible by writing to:

Email: enquiries@assetsure.com
Claims Department
Hildon Park Limited
1st Floor, Millbank Tower, Millbank
London, SW1P 4QP
United Kingdom

Transfer of rights
If we make a payment under this policy, we will assume any recovery rights you have in connection with that loss, to the extent we have paid for the loss. All of your rights of recovery will become our rights to the extent of any payment we make under this policy. You must do everything necessary to secure such rights, do nothing after a loss to prejudice such rights, and give us all the information and assistance necessary for us to achieve a settlement.

Transfer of ownership following full payment
If we pay the full value for an item, pair or set, we will then have the right to take possession of it.

Index Linking
Your sum(s) insured with be index linked using the UK Governments General Index of Retail Prices. Should this index not be available another appropriate index will be used.

No additional charge will be made for this during each year but renewal premiums will be calculated on the adjusted sums insured.

Index Linking will continue from the date of loss or damage to the settlement of the resulting claim provided you have not unreasonably delayed notification or settlement of the claim.

Important
Because of the fluctuations in prices you should review your sums insured on a regular basis to ensure you are adequately insured.
Complaints

Should you be unhappy with the way in which your insurance is handled you should in the first instance make your concerns known to us:

**Customer Services Department**
Assetsure
1st Floor, Millbank Tower, Millbank, London, SW1P 4QP
United Kingdom
Telephone: 020 7305 5601
Email: enquiries@assetsure.com

Should you be unable to resolve your problem with us, then you may ask the Policyholder & Market Assistance Department at Lloyd’s to review your case. Their details are:

**Policyholder & Market Assistance,**
Lloyd’s, One Lime Street,
London, EC3M 7HA
Telephone: 0207 327 5693

Lloyd’s are also members of Financial Ombudsman Service (FOS) and if you are still dissatisfied you have the option of contacting the FOS at:

**Financial Ombudsman Service,**
South Quay Plaza, 183 Marsh Wall,
London, E14 9SR
Telephone: 0300 123 9123

**Financial Services Compensation Scheme**

Hildon Park Limited and Lloyd’s are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we are unable to meet our obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further Information about the Scheme is available from:

**Financial Services Compensation Scheme,**
7th floor Lloyd’s Chambers,
Portsoken Street,
London E1 8BN

and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)
Useful contact details

General queries and policy amendments:
Tel: 0208 0033 190
Email: admin@assetsure.com

Claims:
Tel: 0208 0033 191
Email: assetsure@cl-uk.com

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Registration number 592997