

Peace of mind at an affordable cost

# home contents insurance



In conjunction with



clothing



electrical



furniture



fire



vandalism



carpets



theft



water

A special service for tenants and leaseholders  
of First Choice Homes Oldham

# Tenants and Leaseholders Home Contents Insurance Scheme Application Form

(Subject to the terms, exclusions and conditions of the policy, a specimen of which is available on written request).

- Before you fill in the form, read the declaration at the end.
- Make sure that you answer all the questions as fully as possible.
- Please return the whole completed form to First Choice Homes Oldham.

**Please keep a copy of this form together with any information you send with it. Or you can ask for a copy from the insurance company within three months of taking out insurance.**

This form is used to work out your insurance premium and whether you can be insured. Please include all information. If you are in any doubt about whether to include information, please include it.

**If you do not it may mean that any claim you make is turned down.**

**Your Full Name** (Mrs/Ms/Miss/Mr/other)

\_\_\_\_\_

Date of Birth \_\_\_\_\_ Your Job (please state if retired) \_\_\_\_\_

**Your domestic partner or joint proposer, Full name** (Mr/Mrs/Ms/Miss/Other)

\_\_\_\_\_

Date of Birth \_\_\_\_\_ Their Job (please state if retired) \_\_\_\_\_

Is the policy required in joint names? YES  NO

Address

\_\_\_\_\_

Post Code \_\_\_\_\_

Telephone no. \_\_\_\_\_

Please tick if you or any applicant is over 60  Rent Reference No.

Are you a Tenant of First Choice Homes Oldham? YES  NO

Are you a leaseholder of First Choice Homes Oldham? YES  NO

If no, please advise your status (e.g. leaseholder) and the name of your Landlord? \_\_\_\_\_

Required start date (must be a Monday) \_\_\_\_\_

The Amount of Insurance Required (your sum insured) to the nearest £1,000 £ \_\_\_\_\_

Do you require Accidental Damage cover? YES  NO

Do you require Personal Belongings cover? YES  NO  £1,000  £2,000  £3,000   
(If yes, tick sum insured required)

Do you require Wheelchairs cover? YES  NO  £1,000  £2,000  £3,000   
(If yes, tick sum insured required)

Do you require Hearing Aids cover? YES  NO  £1,000  £2,000  £3,000   
(If yes, tick sum insured required)

Insurance starts when First Choice Homes Oldham informs you that you have been accepted onto the scheme. You will be sent a policy booklet and schedule which will confirm the sum insured, premium and start date. It is important that the sum insured chosen (in round sums of £1000) is sufficient to cover the full replacement cost of all your household goods and personal effects.

**PLEASE ANSWER ALL THE QUESTIONS BELOW. WE CAN ONLY CONSIDER YOUR APPLICATION ONCE THESE QUESTIONS HAVE BEEN ANSWERED. PLEASE USE CAPITAL LETTERS WHEN FILLING IN THIS FORM**

**TO BE ANSWERED BY THE APPLICANT** (please tick the correct box in answer to the questions below) We can only consider your application once ALL these questions are answered in full.

- YES NO
1. Is your home self-contained with its own separate lockable front door?  YES  NO
2. Is this property your permanent home and occupied only by yourself and members of your immediate family normally living with you?  YES  NO
3. Does the amount of insurance you have chosen cover the full cost of replacing all your household goods and personal belongings?  YES  NO

If you have answered NO to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

- YES NO
4. Do you regularly leave your home empty or unattended for more than 60 days?  YES  NO
5. Is your home used for running a business?  YES  NO
6. Have you or anyone living with you ever been refused insurance, had insurance cancelled or had special terms imposed by an insurer?  YES  NO

If you have answered YES to any of the above questions, please give more details below (use a separate sheet if more space is needed).

\_\_\_\_\_

\_\_\_\_\_

- YES NO
7. Have any incidents occurred in the last five years which would have caused you to make a claim for household contents or personal effects, whether or not you were insured at the time?  YES  NO

If you have answered YES to the above question, please give us the following information (use a separate sheet if more space is needed):

Date(s) of incident(s) \_\_\_\_\_

What caused the loss (theft, water damage etc.)? \_\_\_\_\_

Value of goods lost or damaged \_\_\_\_\_

Were you insured at the time? \_\_\_\_\_

If so, how much did the insurers pay in settlement of the claim? \_\_\_\_\_

8. If you have had a burglary in the last five years please state
- How entry was gained? \_\_\_\_\_
- What additional security has been installed since the incident? (extra locks, alarms etc.) \_\_\_\_\_

- YES NO
9. Have you or anyone living with you ever been convicted or charged with any offence, other than motoring offences, or is any prosecution or police enquiry pending?  YES  NO

If you have answered YES to the above question, please tell us:

Date of conviction or charge \_\_\_\_\_

Nature of offence \_\_\_\_\_

Penalty received (amount of fine, length of sentence etc.) \_\_\_\_\_

Your age at the time \_\_\_\_\_

## Important Notice - Information and changes we need to know about

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to, and renew your policy. Please read any assumptions carefully and confirm if they apply to your circumstances.

Please tell your insurer if any of the information provided by you changes after you purchase your policy, or if there are any changes to the information set out on your schedule. You must also tell the insurer about the following changes;

- any change to the people, or to be insured
- any change or addition to the contents or the property to be insured that results in the need to increase the amounts insured or the limits that are shown on your policy schedule
- if your property is to be lent, let, sub-let, or used for business purposes (other than occasional clerical work)
- if your property is to be unoccupied for any continuous period exceeding 60 days, or
- if any member of your household or any person to be insured on this policy is charged with, or convicted of a criminal offence (other than motoring offences).

If the information provided by you is not complete and accurate:-

- we may cancel your policy and refuse to pay any claim, or
- we may not pay any claim in full, or
- we may revise the premium, or
- the extent of the cover may be affected

The Insurer recommends you keep a record (including copies of letters) of all information provided to the insurer for your future reference. A copy of the completed application form will be supplied on request within a period of three months after its completion.

**PLEASE READ THE DECLARATION BELOW CAREFULLY BEFORE SIGNING IT**

### Declaration

- I/We declare that the information given is to the best of my/our knowledge and belief correct and complete.
- If the risk is accepted I/We undertake to pay the premium when called upon to do so.
- I/We understand that my/our information may also be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes.
- I/We have read the information overleaf under the heading "Important Information".

You must ensure that your sum(s) insured are not less than the full cost of replacing the goods; failure to do so may invalidate your policy or reduce claims settlements.

Applicants signature

Date

Joint proposer signature

Date

Joint applicants should both sign if policy is required in joint names.

### Special note

If during the period of your insurance cover, your home is likely to be unoccupied (e.g through hospitalisation, extended holiday) for more than 60 days in a row you will have to advise First Choice Homes Oldham.

FOR OFFICIAL USE ONLY	
Date Received:	Premium:
Policy No.	Start Date:

### Aviva Regulatory Status

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are registered as: Aviva Insurance Limited and our firm's reference number is 202153.

You may check this information and obtain further information about how the Financial Conduct Authority protects you by visiting their website [www.fca.org.uk](http://www.fca.org.uk) or by contacting them on 0800 111 6768..

# IMPORTANT INFORMATION

## Data Protection Act – Information Uses

For the purposes of the Data Protection Act 1998 the Data Controller in relation to any personal data you supply is Aviva Insurance Limited and First Choice Homes Oldham.

## Insurance Administration

Your information may be used for the purposes of insurance administration by the insurer, its associated companies and agents, by reinsurers and your intermediary. It may be disclosed to regulatory bodies for the purposes of monitoring and/or enforcing the insurer's compliance with any regulatory rules/codes. Your information may also be used for research and statistical purposes and crime prevention. It may be transferred to any country, including countries outside the European Economic Area for any of these purposes and for systems administration. Where this happens, we will ensure that anyone to whom we pass your information agrees to treat your information with the same level of protection as if we were dealing with it.

If you give us information about another person, in doing so you confirm that they have given you permission to provide it to us and for us to be able to process their personal data (including any sensitive personal data) and also that you have told them who we are and what we will use their data for, as set out in this notice.

In the case of personal data, with limited exceptions, and on payment of the appropriate fee, you have the right to access and if necessary rectify information held about you.

In assessing your application, the insurer or its agents may undertake checks against any publicly available information (such as electoral roll, county court judgements, bankruptcy orders or repossessions). Similar checks may be made in assessing any claims made.

Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

## Sensitive Data

In order to assess the terms of the insurance contract or administer claims that arise, the insurer may need to collect data that the Data Protection Act defines as sensitive (such as medical history or criminal convictions). By proceeding with this insurance, you will signify your consent to such information being processed by the insurer or its agents.

## Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Undertake credit searches and additional fraud searches;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this to prevent fraud and money laundering.

We can supply on request further details of the agencies and databases we access or contribute to and how this information may be used. If you require further details please contact us at:

Policy Investigation Unit, Aviva, Cruan Business Centre, Westerhill Business Park, 123 Westerhill Road, Bishopbriggs Glasgow G64 2QR. Telephone: 0345 300 3597. Email: PIUUKDI@AVIVA.COM

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you provide us with other satisfactory proof of identity.
- Check details of job applicants and employees.

## Claims History

- Under the conditions of your policy you must tell us about any insurance related incidents (such as fire, water damage, theft or an accident) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any incident or claim, or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

You should show these notices to anyone who has an interest in the insurance under the policy.

## If You Have a Complaint

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, seek resolution by contacting Aviva Tenants Contents Unit on telephone number 0345 0308 733. Aviva is covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

## Choice of Law

The Law of England and Wales will apply to this contract unless:

- 1) You and the Insurer agree otherwise; or
- 2) At the date of the contract you are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.



Aviva Insurance Limited  
Registered in Scotland No 2116

Registered Office : Pitheavlis, Perth, PH2 0NH

Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**First Choice Homes Oldham does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes.**

**You need to take out your own household insurance either under a special scheme arranged by Aon, through Aviva or by making your own arrangements.**

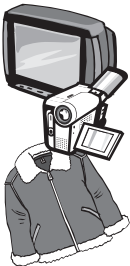
This scheme is open to all First Choice Homes Oldham and Villages tenants and leaseholders.\*



### **Payment of the premium**

The cost of insurance is payable weekly through your local Post Office, Paypoint or by Direct Debit or by Standing Order through your Bank.

To work out your weekly payment, refer to the table on the next page.



### **Insurance for your home contents**

When you take out this insurance your household goods and contents will be insured whilst in your home. The insurance also covers theft of your keys and the contents in your freezer. There is also cover for personal liability.

Accidental damage and cover away from your home are not covered as standard other than as detailed in the enclosed policy summary. However, a full accidental damage option and other options to insure your personal belongings, hearing aids, and motorised wheelchairs are available at an additional cost. (See cost of insurance tables and policy summary)



### **What you are covered for**

Please refer to the enclosed policy summary which details the main circumstances that are covered (e.g. fire, theft, water damage). A specimen policy booklet is available on request.



### **Special low, minimum sums insured**

The lowest amount that can be insured is:  
£6,000 if you are over the age of 60.  
£9,000 for all other people



## “New-for-Old” insurance

All your home contents are covered by the policy on a ‘new for old’ basis, with the exception of linen and clothing which will be replaced at their current cost, less an amount for wear and tear. When you are working out the cost of your insurance, you will need to work out how much it will cost to replace the full contents. **If you under value your contents this will mean that if you claim you will not get the full value of your claim.**

## Cost of Insurance

	SUM INSURED	STANDARD WEEKLY PREMIUM	ACCIDENTAL DAMAGE WEEKLY PREMIUM	SUM INSURED	STANDARD WEEKLY PREMIUM	ACCIDENTAL DAMAGE WEEKLY PREMIUM
Only available to people over 60	£6,000	£0.95	£1.24	£24,000	£3.80	£4.97
	£7,000	£1.11	£1.45	£25,000	£3.96	£5.18
	£8,000	£1.27	£1.66	£26,000	£4.12	£5.38
	£9,000	£1.43	£1.86	£27,000	£4.28	£5.59
	£10,000	£1.59	£2.07	£28,000	£4.44	£5.80
	£11,000	£1.74	£2.28	£29,000	£4.60	£6.01
	£12,000	£1.90	£2.49	£30,000	£4.76	£6.21
	£13,000	£2.06	£2.69	£31,000	£4.91	£6.42
	£14,000	£2.22	£2.90	£32,000	£5.07	£6.63
	£15,000	£2.38	£3.11	£33,000	£5.23	£6.83
	£16,000	£2.54	£3.31	£34,000	£5.39	£7.04
	£17,000	£2.69	£3.52	£35,000	£5.55	£7.25
	£18,000	£2.85	£3.73	£36,000	£5.71	£7.46
	£19,000	£3.01	£3.93	£37,000	£5.86	£7.66
	£20,000	£3.17	£4.14	£38,000	£6.02	£7.87
	£21,000	£3.33	£4.35	£39,000	£6.18	£8.08
£22,000	£3.49	£4.56	£40,000	£6.34	£8.28	
£23,000	£3.65	£4.76				

## Optional Extra Covers - additional cost

Personal belongings		Wheelchairs & Mobility Scooters		Hearing Aids	
Amount insured	Weekly cost	Amount insured	Weekly cost	Amount insured	Weekly cost
£1,000	£0.87	£1,000	£0.85	£1,000	£0.85
£2,000	£1.74	£2,000	£1.70	£2,000	£1.70
£3,000	£2.61	£3,000	£2.55	£3,000	£2.55

You may wish to use the do-it-yourself valuation sheet overleaf, to help work out how much cover you need. The payments shown are Inclusive of Insurance Premium Tax (IPT) at the appropriate rate.





## How to apply

Complete the form enclosed with this booklet. Make sure that you answer all the questions and sign the declaration. If you have any queries about filling in your form, please telephone First Choice Homes Oldham on 0161-393-5350. Once you have completed the form you may hand it in or simply post it directly to First Choice Homes Oldham, First Place, 22 Union Street, Oldham OL1 1BE.



## Keeping up the payments

- To make sure that you are always covered you must keep up to date with your payments.
- First Choice Homes Oldham can cancel the policy if your premium payments fall into arrears.
- You may not be able to make a claim unless your payments are up to date.



## Start date

Insurance starts when First Choice Homes Oldham informs you that you have been accepted onto the scheme. The start date will always be a Monday. We will write to you with details of your insurance payments and the date when you should start paying. You will be notified in writing if for any reason, you have not been accepted into the scheme.

## Special Notes

- If during the period of your insurance cover your home is likely to be unoccupied (e.g. if you are in hospital, extended holiday) for more than 60 consecutive days you will have to advise First Choice Homes Oldham.
- Remember, it is your responsibility to ensure that the sum insured is sufficient to cover all your household items and personal effects.

**First Choice Homes Oldham urges all tenants and leaseholders to take out household insurance, either through our special scheme or by making your own arrangements.**

**IF YOU WISH TO APPLY COMPLETE  
THE APPLICATION FORM ENCLOSED**

## Do-it-yourself valuation of your household contents

Most people find that their household contents are worth more than they think. Please use this page to help value the contents of your property but first read the section on 'New for Old' insurance.

Add up the two columns and round the total up to the nearest £1,000 then enter this figure on the proposal form. (Please keep this sheet for future reference).

ROOM/ITEMS	TOTAL VALUE	ROOM/ITEMS	TOTAL VALUE
<b>Items in living room 1.</b> e.g. TV, Radio, Video, Hi-Fi, Satellite, Computer, Suite, Carpet, Tables, Other Furniture, CD's, Videos, Light Fittings, Books, Ornaments, Curtains etc		<b>Items in bedroom 1.</b> e.g. Bed, Bedroom furniture, Carpet, Curtains, Light fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, etc.	
<b>Items in living room 2.</b> e.g. Dining table, Chairs, Sideboard, Other furniture, Carpet, Curtains, Light fittings, Ornaments etc.		<b>Items in bedroom 2.</b> e.g. Bed, Bedroom furniture, Carpet, Curtains, Light fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, etc.	
		<b>Items in bedroom 3.</b> e.g. Bed, Bedroom furniture, Carpet, Curtains, Light fittings, Clock, Bedding, Jewellery, Ornaments, Games, Toys, Towels, Computer, etc.	
<b>Items in kitchen.</b> e.g. Cooker, Washer, Fridge, Freezer, Pots & Pans, Crockery, Table, Chairs, Floor Covering, Light Fittings, Ornaments, Microwave, Toaster, Kettle, Other Electrical Items etc.		<b>Items in other rooms and outbuildings.</b> e.g. Vacuum Cleaner, Tools, Lawnmower, Gardening Equipment etc.	
	£		£

# First Choice Homes Oldham

## working in conjunction with Villages Housing

### Tenants Contents Policy Summary

This is a summary of the policy and does not contain the full terms and conditions of the cover, which can be found in the policy documentation. It is important that you read the policy documentation carefully when you receive it.

#### Who is the Insurer?

The Insurer of this policy is Aviva Insurance Limited.

#### What is this insurance policy?

This policy protects you against perils such as fire, storm or flood. Some of the covers summarised are optional and these are clearly marked as such. If you have selected any of these options, they will be clearly marked on your policy schedule.

#### What are the benefits and features of this insurance policy?

Your policy includes the following significant features and benefits, which are explained in detail in your policy booklet.

In addition cover is provided for

- accidental damage to television sets, aerials, video recorders, hi-fi's, home computer equipment, decoders and DVD players and CCTV cameras fixed to your home (up to the amount insured)
- accidental breakage of mirrors, glass tops, ceramic hobs and fixed glass in furniture or cookers (up to the amount insured)
- contents temporarily removed from the home (up to 20% of amount insured)
- contents in outbuildings, garages, sheds, greenhouses and cellars (up to £2,000)
- replacement keys & locks for outside doors and alarms of your home if your keys are lost or stolen (up to the amount insured)
- spoilage of food in fridge & freezers (up to the amount insured)
- religious festivals & wedding gifts cover (temporary increase of 15% of the amount insured)
- loss of domestic fuel oil and metered water (up to £1,000)
- alternative accommodation following an insured loss (up to 20% of the amount insured)
- contents at university, college or boarding school (up to £2,500)
- contents in the open within the boundaries of the home (up to £500)
- accidental loss or damage to contents during removal by professional removers (up to the amount insured)
- tenants and leaseholders improvements (up to 20% of amount insured or £2,000, whichever is the greater)
- tenants and leaseholders liability (up to 20% of amount insured)
- personal liability (up to £2,000,000 or £5,000,000 for domestic employees)
- fatal injury benefit (up to £5,000)
- insurance for documents (up to £1,000)
- visitors contents cover (up to £750)
- emergency access (up to £750)
- theft of money by bogus officials (up to £300)

- theft of belongings following a hold up (mugging) (up to £300)
- limit for personal money £300
- limit for credit cards £500 per card
- limit for audio/visual/computer – tapes, records and discs - £1,500 for the total of such items, not per item.
- limit of one third of the amount insured or £5,000, whichever is greater for the total of high risk items (£1,500 per item). Examples of high risk items are pictures, jewellery, watches, photographic equipment, video cameras and personal computer equipment. Please refer to the policy wording for a full definition.

With the **Accidental Damage Option** all other accidental damage to contents occurring in the home that we regard as insurable is covered (up to 25% of the amount insured for any one claim). Please see page 17 of your policy booklet for further details.

With the other optional covers (personal belongings, wheelchairs and hearing aids) these give you wider cover protecting the items for theft, damage or loss anywhere in the World.

- Limit of £1000 per single item for personal belongings

**What are the significant or unusual exclusions or limitations of your policy?** - see policy booklet for details.

You must comply with conditions of the policy explained in the **General Conditions Section** of the policy booklet for cover to apply. These include your duty to take reasonable precautions

to prevent loss and actions you must take as soon as you are aware of a possible claim under the policy. See also the **General Exclusions Section** of the policy booklet for those exclusions that apply to all Sections.

- Certain losses or damage if any endorsement/clause is shown on your policy schedule
- No cover is provided for motor vehicles, caravans, trailers, boats, canoes, surfboards, sailboards, hovercraft, aircraft, gliders and any accessory which is designed to be used with any of these.
- No cover is provided for items used for business or professional purposes
- loss or damage by any gradually operating cause
- certain losses or damage when your home is unoccupied or unfurnished for more **than 60 days** in a row
- theft caused by you, members of your household, paying guests, tenants or leaseholders
- loss or damage caused by any wilful act by your household
- loss or damage caused by storm or flood to hedges, fences or gates covered within the tenants improvements section
- the cost of altering or replacing any items, or parts of items which are not lost or damaged and which form part of a set, suite or other article of the same type, colour or design.
- theft of contents temporarily removed from the home. You are, however, insured for loss or damage caused by theft or attempted theft from any building in which you, or a member of

your household, is temporarily residing or employed if this involves somebody using force and violence to break into or out of a building

- theft of money, unless by somebody using force and violence to break into your house
- loss or damage to interior decorations you are not legally responsible for.
- loss or damage to guns and firearms.
- your personal liability involving Firearms unless in connection with shotguns or airguns which you can legally own without possessing a firearm certificate.
- loss or damage to pedal cycles while temporarily away from the home unless the optional PERSONAL BELONGINGS cover is taken out.
- accidental damage other than to the items specifically noted above in **Significant Features and Benefits** but wider cover is available under **Accidental Damage Option – see policy booklet for full details**
- loss or damage to your contents from any cause not listed in the policy booklet.

The following exclusions apply under the Accidental Damage Option - see policy booklet for further details of exclusions

- accidental damage occurring outside the house
- damage to contact lenses
- damage caused by vermin, insects, moth, mildew, damp, rust or any process of cleaning, repair or alteration
- damage caused by domestic animals

The following exclusions apply under the optional personal belongings cover, wheelchair cover, and hearing aids cover. See policy booklet for full details. –

- Theft from an unattended vehicle (other than from a locked and concealed boot, locked an concealed luggage compartment, or closed glove compartment of a securely locked vehicle which has been broken into using force and violence). We will not pay more than £1000 for any one incident.
- loss or damage caused by wear and tear, light, weather conditions, moth, vermin, insects, fungus, damp, rust, wet or dry rot, or anything which happens gradually;
- loss or damage caused by the process of cleaning, washing, repairing or restoring any item
- theft, attempted theft or malicious damage caused by paying guests, tenants, leaseholders or YOU;
- theft by deception, unless deception is used only as a way to get into the HOME
- business goods and equipment
- Electrical or mechanical breakdown
- Wheelchair or mobility scooters registered for road use

### **How long does my policy run for?**

Unlike other insurance policies, your policy, under the scheme does not have an annual renewal date. Your policy will remain in force from the date of commencement (or as otherwise shown on your Policy Schedule) as long as you continue to pay your premium.

You should review the level of benefit that you have chosen on a regular basis to make sure that it is sufficient to cover your needs.

### **What happens if I take out cover and then change my mind?**

You have the right to cancel your policy within 14 days either from the day of purchase of the policy or the day on which you receive your policy documentation, whichever is the later. If you wish to cancel and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

### **How do I make a claim?**

For a claim form please contact First Choice Homes Oldham on telephone number 0161-393-5350. Claims not submitted within 60 days of the incident may be disallowed. Please refer to policy booklet for full details.

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

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you. In the first instance, contact Aviva Tenants Contents Unit, Cruan Business Centre, 123 Westerhill Road, Bishopbriggs, Glasgow, G64 2QR or call us on 0345 0308 733.

Aviva are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may refer it to this independent body. Following the complaints procedure does not affect your right to take legal action.

### **Would I receive compensation if Aviva were unable to meet its liabilities?**

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim.

### **Telephone Call Charges and Recording**

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

Aviva Insurance Limited  
Registered in Scotland No 2116  
Registered Office:  
Pitheavlis, Perth, PH2 0NH

Authorised by the Prudential Regulation Authority and Regulated by the Financial Conduct Authority and the Prudential Regulation Authority.