



## Master Policy Insurance Schedule

University of Surrey | Master Policy No: SURR2023

**COVER START DATE** Upon commencement of your tenancy agreement with University of Surrey

**COVER EXPIRY DATE** 31/08/2024 or whenever your tenancy expires, whichever is sooner.

This schedule forms part of your policy document and should be read in conjunction with your policy wording and your optional extensions insurance schedule (if selected). Your policy wording is available online at [www.cover4insurance.com](http://www.cover4insurance.com)

COVER DESCRIPTION	SUM INSURED	
Section 1	Personal possessions within the insured address	£10,000
	Personal possessions within the insured address if you live with a partner and/or children	£12,000
	Personal possessions within the insured address if you are registered disabled	£12,000
Section 1A	Replacement locks & keys	£500
Section 1B	Food spoilage: failure of fridge /freezer	£75
Section 1C	Damage to clothing: failure of laundry equipment	£350
Section 2A	Desktop computer equipment   room only	£2,500
	Desktop computer equipment   room only if you are registered disabled	£4,500
Section 2B	iPads laptops & portable computer equipment   room only	£2,500
	iPads laptops & portable computer equipment   room only if you are registered disabled	£4,500
Section 3	Vacation cover	£10,000
Section 7	Accidental damage	£10,000
Section 8	Personal accident	£50,000
Section 9	Credit cards	£500
Section 10	Personal money	£100
Section 11	University property on loan / library books	£750
	University property on loan / library books if you are registered disabled	£1,000
Section 12A	Landlord's property   tenants' liability	£5,000
	Landlord's property   tenants' liability for rooms adapted for disabled student access	£10,000
Section 13	Accidental death, injury or illness of a financially supporting parent or guardian	£5,000
Section 14	Legal liability	£1,000,000
Section 25	Emergency accommodation costs	£250
Section 26	Emergency clothing allowance	£200
Endorsement 1A	Mobile phone   room only - following forcible and violent entry	£1,000
Endorsement 2D	Personal possessions from communal areas	£1,000
Endorsement 3A	Musical instruments   room only	£1,250
Endorsement 4A	Contact lenses	£150
Endorsement 6A	Pedal cycles on university campus only	£400

MAXIMUM AMOUNTS PAYABLE	LIMIT
The following items are subject to a maximum amount payable during the period of insurance.	
Personal possessions single item limit	£1,250
Clothing single item limit	£350
Jewellery, watches & other valuables single item limit	£1,000
Computer equipment	£2,500
Computer accessories	£150
Audio equipment, DVD and video players, computer games consoles, hard drives and other data carrying media single item limit	£1,000
Computer games, CDs, DVDs, videos, records etc	£600
Photographic equipment, video cameras and camcorders	£1,250
Sports equipment	£1,250
Rented household goods	£1,250

POLICY EXCESSES	EXCESS
Section 1B - Food spoilage: failure of fridge /freezer	£10
Section 2A -Desktop computer equipment   room only	£50
Students registered as disabled and have equipment provided through the DSA	Nil
Section 2B - iPads laptops & portable computer equipment   room only	£50
Students registered as disabled and have equipment provided through the DSA	Nil
Section 17 - Pedal cycles valued over £1,000*	10% of the pedal cycle value
Section 20 - Photographic equipment valued over £1,500**	10% of the photographic equipment value
All other sections	£25

\*Cover for pedal cycles over £1,000 only applies when the relevant policy top up / optional extension has been purchased in addition to the master policy. \*\*Cover for photographic equipment over £1,500 only applies when the relevant policy top up / optional extension has been purchased in addition to the master policy.

### PRINCIPAL EXCLUSIONS

- The policy excess.
- Cover outside of your accommodation (unless basic cover is extended).
- Theft from motor vehicles (except where attended during transit at the beginning and end of each term).

[www.cover4insurance.com](http://www.cover4insurance.com) [customerservices@cover4insurance.com](mailto:customerservices@cover4insurance.com) 0161 772 3390\*

THE STABLES, OLD CO-OP YARD, WARWICK STREET, MANCHESTER, M25 3HB  
COVER4INSURANCE.COM IS A TRADING STYLE OF UK & IRELAND INSURANCE SERVICES (ONLINE) LIMITED.  
AUTHORISED AND REGULATED BY THE FINANCIAL CONDUCT AUTHORITY. REGISTER NO. 312248

\* For our joint protection calls may be recorded and/or monitored. Calls will be charged at a maximum of 16p per minute from BT lines. Calls from non-BT lines may vary. Telephone lines are open Monday to Friday 9.00am – 5.00pm excluding public holidays.

## INSURER INFORMATION

This master policy has been arranged on behalf of Cover4insurance.com. Cover4insurance.com is a trading style of UK & Ireland Insurance Services (Online) Limited. UK & Ireland Insurance Services (Online) Limited is authorised & regulated by the Financial Conduct Authority. Firm Number: 312248. This can be checked by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk).

For cover Sections 1-5 and 7-27, this insurance is underwritten by Canopus Managing Agents Limited. Canopus Managing Agents Limited is a managing agent at Lloyd's which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Firm Reference Number 204847. Canopus Managing Agents Limited is registered in England & Wales number 01514453. Registered Office: Floor 29, 22 Bishopsgate, London EC2N 4BQ.

This schedule, together with the policy wording, certifies that insurance has been effected in respect of Sections 1-5 and 7-27 between you and the insurer. In return for payment of the premium specified in the schedule, the insurer agrees to insure you in accordance with the terms and conditions in or endorsed on these documents. The insurer has entered into a Binding Authority Contract (reference B6839P08068HAA) with Avid Insurance Services Limited under which the insurer has authorised Avid Insurance Services Limited to sign and issue these documents as its agent.

## WHAT ARE YOU INSURED AGAINST?

Basic cover insures your personal possessions on a new for old basis against theft (whether or not someone physically breaks into your room/flat), fire, burst pipes, storm, vandalism, flood, explosion and lighting.

In the event of a claim, items will be replaced as new, regardless of age or condition (except clothing, linen and rented household goods where a deduction is made for wear and tear).

## YOUR DUTY OF CARE

You must, at all times, take all reasonable steps to prevent accidents, loss and damage. Failure to do so, may affect your right to make a claim.

## WHERE ARE YOU INSURED?

You are covered within your accommodation, university and student union buildings or any place of residence at which you are temporarily residing and in direct transit to and from your home address at the beginning and end of each term.

## WHEN DOES YOUR COVER START?

Basic cover commences at the start of your tenancy agreement with the University of Surrey for personal possessions (or when your proposal is accepted, if later, for optional extensions) and expires on the 31/08/2024 or whenever your tenancy expires, whichever is sooner. You will then be responsible for arranging your own insurance cover.

## CONFIRM YOUR COVER



### Scan the QR Code:

Enter your name, email address & select Surrey, University of

### Once registered you will be:

- Emailed your policy documents.
- Entered into a free prize draw with a chance of winning £500\* winner to be announced in early November 2023.
- Provided to exclusive access to our Benefits Hub where you can access a huge variety of savings and discounts across many reputable retailers.
- You will be sent a 10% discount code for our Student Possessions Insurance when this policy expires

## HOW TO CLAIM

For advice on how to make a claim and to download a claim form please visit our website.

ONLINE: [www.cover4insurance.com/claims](http://www.cover4insurance.com/claims)

PHONE US: **0161 974 1101\***

EMAIL: [cover4@claimsconsortiumgroup.co.uk](mailto:cover4@claimsconsortiumgroup.co.uk)

## STAY IN TOUCH

You can keep up to with our latest news, offers and new products by following cover4insurance on:



[www.cover4insurance.com](http://www.cover4insurance.com)



[customerservices@cover4insurance.com](mailto:customerservices@cover4insurance.com)



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## ENDORSEMENTS APPLYING

### ENDORSEMENT 1A: MOBILE PHONE | ROOM ONLY

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay up to the <b>sum insured</b> stated in the <b>schedule</b> for theft of <b>your</b> mobile phone following <b>forcible and violent entry</b> to the <b>insured address</b>.</p>	<ol style="list-style-type: none"> <li>The <b>excess</b> shown in <b>your schedule</b>.</li> <li>Any amount above the <b>sum insured</b> stated on <b>your schedule</b> for Mobile Phones   Room only.</li> <li>Any claim:               <ol style="list-style-type: none"> <li>Where theft of <b>your</b> mobile phone has not been reported to the Police within 48 hours of discovery and recorded as a theft and allocated a crime reference number.</li> <li>Which does not involve <b>forcible and violent entry</b>.</li> <li>Where <b>your</b> mobile phone is in <b>your insured address</b> and <b>your insured address</b> is <b>unoccupied</b>.</li> <li>Relating to mobile phone accessories.</li> <li>Relating to the cost of unauthorised calls.</li> </ol> </li> </ol>

### ENDORSEMENT 2D: PERSONAL POSSESSIONS FROM COMMUNAL AREAS

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay up to the <b>sum insured</b> stated in the <b>schedule</b> for loss or damage to <b>your personal possessions</b> from the communal areas caused by any of the insured events under section 1.</p>	<ol style="list-style-type: none"> <li>The <b>excess</b> shown in <b>your schedule</b>.</li> <li>Any amount above the <b>sum insured</b> stated on <b>your schedule</b> for <b>Personal possessions</b> from communal areas.</li> <li>Any claim for theft of <b>personal possessions</b>.</li> <li>Any claim for <b>accidental</b> loss.</li> </ol>

### ENDORSEMENT 3A: MUSICAL INSTRUMENTS | ROOM ONLY

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay up the <b>sum insured</b> stated in the <b>schedule</b> for loss or damage to <b>your</b> musical instruments by the following causes:</p> <ol style="list-style-type: none"> <li>Fire,</li> <li>Earthquake,</li> <li>Explosion,</li> <li>Lightning,</li> <li>Smoke,</li> <li>Storm or flood,</li> <li>Theft and attempted theft</li> </ol> <p>whilst they are in the <b>insured address</b> during <b>College/University/School/Educational Institution</b> term and during <b>vacations</b> when the <b>insured address</b> is <b>unoccupied</b>.</p>	<ol style="list-style-type: none"> <li>The <b>excess</b> shown in <b>your schedule</b>.</li> <li>Any amount above the <b>sum insured</b> stated on <b>your schedule</b> for Musical instruments   Room only.</li> <li>Any claim for loss or damage from fire caused by scorching without a fire actually starting.</li> <li>Any claim for damage to <b>your</b> musical instruments resulting from:               <ol style="list-style-type: none"> <li>Wear, tear or any gradually operating cause or determination, inherent or latest defect.</li> <li>Wet or dry rot, mildew, frost, rust or corrosion.</li> <li>Insect, vermin or woodworm.</li> <li>Dyeing or restoration or any commercial process of cleaning or repairing.</li> <li>Faulty design or workmanship or use the of faulty materials.</li> </ol> </li> <li>Any claim for:               <ol style="list-style-type: none"> <li>Breakage of strings and/or reeds and/or drum heads.</li> <li>Loss or damage arising from electronic, electrical or mechanical breakdown, failure or derangement.</li> <li>Depreciation or diminution in the value of <b>your</b> musical instruments following repair.</li> </ol> </li> <li>Loss or damage caused by:               <ol style="list-style-type: none"> <li>Climatic or atmospheric conditions</li> <li>Dampness, dryness, shrinkage, contamination or extremes of temperature</li> <li>Effects of sunlight, fading, changes in colour texture or finish.</li> </ol> </li> <li>Any theft not reported to the Police within 24 hours of the incident and being recorded as a theft and allocated a crime reference number.</li> </ol>

### ENDORSEMENT 4A: CONTACT LENSES

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay up the <b>sum insured</b> stated in the <b>schedule</b> for loss or damage to <b>your</b> contact lenses by the following causes:</p> <ol style="list-style-type: none"> <li>Fire,</li> <li>Earthquake,</li> <li>Explosion,</li> <li>Lightning,</li> <li>Smoke,</li> <li>Storm or flood,</li> <li>Theft and attempted theft</li> </ol> <p>whilst they are in the <b>insured address</b> during <b>College/University/School/Educational Institution</b> term and during <b>vacations</b> when the <b>insured address</b> is <b>unoccupied</b>.</p>	<ol style="list-style-type: none"> <li>The excess shown in <b>your schedule</b>.</li> <li>Any amount above the <b>sum insured</b> stated on <b>your schedule</b> for Contact lenses.</li> <li>Any claim for loss or damage from fire caused by scorching without a fire actually starting.</li> <li>Any claim for loss or damage to <b>your</b> contact lenses resulting from:               <ol style="list-style-type: none"> <li>Smoke caused by smog, agricultural or industrial operations or anything which happens gradually.</li> <li>Storm or flood caused by dampness or condensation.</li> <li>Storm or flood to contact lenses left in the open.</li> </ol> </li> <li>Any theft not reported to the Police within 24 hours of the incident and being recorded as a theft and allocated a crime reference number.</li> </ol>



## ENDORSEMENT 6A: PEDAL CYCLES ON UNIVERSITY CAMPUS ONLY

WHAT IS COVERED	WHAT IS NOT COVERED
<p>We will pay for theft or <b>accidental damage</b> of <b>your</b> pedal cycle up to the <b>sum insured stated</b> in the <b>schedule</b> on university campus only.</p>	<ol style="list-style-type: none"> <li>1. The excess shown in <b>your schedule</b>.</li> <li>2. Any amount above the <b>sum insured</b> stated on <b>your schedule</b> for Pedal cycles   University Campus only.</li> <li>3. <b>Pedal cycle</b> accessories unless the <b>pedal cycle</b> is stolen or damaged at the same time.</li> <li>4. Any claim for theft:             <ol style="list-style-type: none"> <li>a. Of any unattended <b>pedal cycle</b> unless in a building or securely locked to a permanent fixture through the frame of the <b>pedal cycle</b>.</li> <li>b. From unattended motor vehicles.</li> <li>c. Not reported to the Police within 24 hours of the incident and being recorded as a theft and allocated a crime reference number.</li> </ol> </li> <li>5. Any claim for <b>accidental</b> loss.</li> <li>6. Any claim if your <b>pedal cycle</b> is left outside of a locked building for a period of 24 hours or more unless stored in a designated cycle storage on Campus for not more than 30 days.</li> <li>7. Any claim if the <b>pedal cycle</b> is being used for racing, competitions, professionally or for any trade purposes.</li> <li>8. Any claim arising directly or indirectly as a result of:             <ol style="list-style-type: none"> <li>a. <b>You</b> deliberately damaging or neglecting the <b>pedal cycle</b>;</li> <li>b. <b>You</b> not using or maintaining the <b>pedal cycle</b> in accordance with the manufacturer's instructions;</li> <li>c. Routine servicing, inspection, maintenance or cleaning.</li> </ol> </li> <li>9. Any claim for marking, scratching, denting or any cosmetic change which does not impair the function and performance of the <b>pedal cycle</b>.</li> <li>10. Loss or damage caused by pets.</li> <li>11. Any claim relating to corrosion, rust, change in temperature, dampness, dryness, shrinkage, evaporation, contamination, change in colour or finish, dust, chemical action or reaction.</li> <li>12. Depreciation in value, indirect loss or property more specifically covered by this or any other insurance.</li> <li>13. Any loss or damage caused to the pedal cycle in transit unless:             <ol style="list-style-type: none"> <li>a. It is transported by a recognised transport firm and a receipt obtained for the journey, or</li> <li>b. It is transported on public transport where <b>you</b> accompany it on the same journey.</li> </ol> </li> </ol>