

Student Guarantor Protection Insurance Insurance Product Information Document



Company: Legal Protection Group Limited

Product: Student Guarantor Protection

insure | protect | assist

This insurance is:

- administered and managed by Legal Protection Group Limited, registered in England and Wales, company number 10096688. Legal Protection Group Limited (firm reference number 749446) is an appointed representative of Riviera Insurance Services Limited, who are authorised and regulated by the Financial Conduct Authority (firm reference number 786116).
- underwritten by Alwyn Insurance Company Limited, P.O. Box 1338, First Floor Grand Ocean Plaza, Ocean Village, Gibraltar. Registered in Gibraltar, number 106261. Authorised and regulated by the Gibraltar Financial Services Commission.

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect. Please note, all amounts shown below include any applicable tax.

What is this type of insurance?

Student Guarantor Protection is a legal expenses insurance policy designed to protect your legal and financial position as the guarantor for a student living in rented accommodation. If the tenancy agreement contains a joint and several liability clause, you could be taken to court in the event of non-payment by any of the tenants - and required to pay up to the full amount of any rent arrears or dilapidations, regardless of which tenant is at fault.



What is insured?

The insurer will indemnify the student's guarantor for:

- ✓ **Guarantor Representation and Indemnity**
legal advice and representation in a dispute with the student's landlord over rent arrears or dilapidations;
- ✓ rent arrears or dilapidations which you are jointly and severally liable to pay as a guarantor.
- ✓ **Personal Legal and Tax Advice Helpline**
Confidential telephone legal advice on personal legal or tax matters under UK, Isle of Man or Channel Islands law.
- ✓ **Counselling Helpline**
Confidential telephone counselling for you and your family on matters causing distress.



What is not insured?

There is no cover for:

- ✗ **Guarantor Representation and Indemnity**
 - Rent arrears or dilapidations which total less than £150.
 - Rent arrears or dilapidations which can be deducted from the deposit.
 - Your proportionate share of dilapidations specified in the tenancy agreement.
- ✗ **Personal Legal and Tax Advice Helpline**
 - Helplines are available 24-hours a day but in some cases we may need to call you back.
- ✗ **Counselling Helpline**
 - Any costs incurred in using onward referral services.



Are there any restrictions on cover?

There is no cover under this policy for:

- ! any circumstances which you were aware of before the start date of this insurance;
- ! any costs incurred before we have accepted your claim or which we have not authorised in advance;
- ! any disagreement which arises within the first 90 days of the start date of this insurance where the tenancy agreement commenced before the start date of this insurance.
- ! more than £4,000 per calendar month for rent arrears or more than the amount shown in your policy schedule per insured incident.
- ! Any claim where you have not reported the initial rent or dilapidations dispute to Guarantor Insure and where you have not used Guarantor Insure's dispute resolution service.
- ! The property must be let under an assured shorthold tenancy, a short assured tenancy or an assured tenancy as defined by the Housing Act 1988 (updated and amended by the Housing Act 1996), or the Housing (Scotland) Act 1988 or a private residential tenancy (as defined in the Private Housing (Tenancies) (Scotland) Act 2016).
- ! We will choose whether to instruct a legal representative or indemnify dilapidations on an economical basis.
- ! We will always select the legal representative to assist with your claim. If proceedings are issued or if there is conflict of interest, you may choose your own legal representative providing they agree to our standard terms of appointment, including charging rates.



Where am I covered?

The guarantor (and their student guarantee) must be a private individual residing in England, Scotland or Wales.



What are my obligations?

You must:

- keep to the terms and conditions of the policy;
- take reasonable precautions to minimise claims and unnecessary costs;
- supply Legal Protection Group Limited and your legal representative with honest and accurate information when asked to do so;
- co-operate fully with Legal Protection Group Limited and your legal representative;
- notify Legal Protection Group Limited of any claim as soon as reasonably possible (this will apply after you have used Guarantor Insure's dispute resolution service and where that service has not been able to settle the dispute – please refer to the policy wording for full details of your obligations in the event of a request for you to pay rent arrears or dilapidations on behalf of the tenant, or in the event of any subsequent dispute or claim).



When and how do I pay?

Guarantor Insure will confirm the total amount payable, payment dates and any available payment options.



When does the cover start and end?

Unless otherwise agreed, your cover will last for one year, starting from the date specified in your policy schedule.



How do I cancel the contract?

You can cancel this policy by notifying Guarantor Insure within 14 days of either the start date or the date you receive your policy documents, whichever is later. Providing no claims have been made during the current period of insurance, the premium will be refunded in full.

You can cancel at any other time by giving Guarantor Insure 7 days' notice. Providing no claims have been made during the current period of insurance, you will receive a pro-rata refund for the remaining time on cover and Guarantor Insure may apply additional charges.