



PLUMBER



ROOFER



BOILER ENGINEER



AND MUCH MORE FOR ONLY

£49.95

WE CAN ARRANGE YOUR BOILER SERVICE TOO!



BOILER SERVICE £60 + VAT

It is a requirement of this policy that your boiler is maintained in line with the manufacturer's recommendations. These will normally include having the boiler serviced regularly, usually once every 12 months.

If your boiler has not been serviced in line with the manufacturer's recommendations, we can arrange a service for you.

At the time of production of this policy, we are able to arrange the service of a natural gas, LPG or oil fired boiler at a cost of £60 + VAT.

Any change to the price or range of boilers that can be serviced will be confirmed when you call the boiler service booking line.

The service will be carried out within 28 days of purchase and will be carried out by appropriately registered gas engineers.

If you have already carried out a boiler service within the last 12 months, you can contact the booking line with details of when the next service

is due and we will contact you nearer the time to arrange the service.

Booking a Boiler Service

Once you have purchased our policy you can call the Boiler Service Booking Line

or

You can ask your broker to pass your contact details to us and we will give you a call to arrange.

PLEASE NOTE: - This boiler service facility does not form part of the insurance cover and is not available in The Channel Islands or Isle of Man.

In the event of a request for emergency assistance involving your boiler, you will be required to provide evidence, such as boiler service receipts, that the boiler has been maintained in line with manufacturer's recommendations before assistance is provided.

STATEMENT OF DEMANDS AND NEEDS

BDElite Home Emergency Plus meets the demands and needs of homeowners; who wish to ensure that an approved contractor will attend their home in the event they require assistance involving one of the following home emergencies and that they will be insured for the contractors call-out and labour charges, parts and materials costs up to £1,000.

HOME EMERGENCIES

- Plumbing and Drainage
- Internal Electricity Supply
- Internal Gas Supply
- Internal Water Supply
- Home Security
- Lost Key
- Pest Infestation
- Roofing Damage
- Boiler Breakdown

BOILER REPLACEMENT CONTRIBUTION

This insurance cover meets the demands and needs of homeowners; who wish to receive a contribution to the cost of a brand new boiler when theirs is deemed uneconomical to repair.

OVERNIGHT ACCOMMODATION

This insurance cover meets the demands and needs of homeowners; who wish to ensure that hotel accommodation is arranged and paid for in the event their home is uninhabitable following a home emergency where an approved contractor has provided emergency assistance.

OTHER THINGS YOU NEED TO KNOW

The policy purchase price includes Insurance Premium Tax (IPT). You can make a maximum of 5 claims during the period of insurance. Full details on the terms and conditions of the policy are available on request from your broker.

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WHAT DO YOU GET FOR £49.95?

EMERGENCY ASSISTANCE IN THE EVENT OF PROBLEMS INVOLVING:

1. Plumbing and Drainage ✓
2. Internal Electricity Supply ✓
3. Internal Gas Supply ✓
4. Internal Water Supply ✓
5. Home Security ✓
6. Lost Key ✓
7. Pest Infestation ✓
8. Roofing Damage ✓
9. Boiler Breakdown ✓

YOU ALSO GET COVER FOR

10. Boiler Replacement Contribution ✓
11. Overnight Accommodation ✓

Purchase of this policy and the benefits it offers is optional.

TO PURCHASE THIS POLICY

Please tell your broker who will be happy to arrange this for you.

Why do you need Home Emergency cover?

Unexpected home emergencies such as a burst pipe or a boiler breakdown rarely happen at a convenient time.

In such a situation you will want and perhaps need to get things fixed as quickly as possible, both to protect your home from damage and make you and your family comfortable again.

The problem is that, it's not always easy to find a reputable and trustworthy contractor at short notice. Even if you do, it can be expensive.

A solution is to purchase BDElite Home Emergency Plus.

We are available **24 hrs a day, 365 days a year** and with one call to us an approved contractor will come to your home as quickly as possible, day or night, to carry out emergency repairs.

THE DOMESTIC EMERGENCIES COVERED AND SOME EXAMPLES OF WHERE WE COULD BE OF HELP.

1 Plumbing and Drainage. A burst pipe is flooding your home. After you turn off the water, how do you get the burst pipe fixed? You call us and we will arrange for a contractor to come to your home as quickly as possible to carry out an emergency repair, stopping the leak and any further damage.

2 Internal Electricity Supply. You suffer a circuit failure and loss of power which resetting the fuse box won't fix. We will send a contractor to find the fault and fix it for you.

3 Internal Gas Supply. If you have a gas leak in your home, the National Gas Emergency Service will attend, find the leak and isolate the gas supply. After they have isolated your gas supply we will send a Gas Safe contractor to repair or replace the damaged section of the internal gas supply pipe and turn your gas back on.

4 Internal Water Supply. This cover helps protect you from emergencies arising from the failure of internal water supply to your kitchen or bathroom.

5 Home Security. If you suffer a broken window that leaves your home insecure and easily accessible to intruders; we will arrange for a contractor to board it up to keep your home secure until you can arrange a replacement window to be installed.

6 Lost Key. Following the loss of the only available key to your home, we will send a contractor to gain entry and leave your home secure when they are finished.

7 Pest Infestation. There's a wasp nest inside or attached to your home. We have contractors who love pests, we will send one of them to remove the nest.

8 Roofing Damage. Your roof has suffered sudden and unforeseen damage, the result of this is a water leak causing internal damage to your home. We will send a contractor to undertake emergency repairs to stop the leak and minimise any further damage.

9 Boiler Breakdown. Your boiler has broken down leaving you without heating or hot water. Not to worry, we will send a contractor to fix the problem and get you warmed up again.

(If you need your boiler serviced, we can arrange this for you. See the next page for details)

For all of the above areas of cover we will pay for:

- The contractor's call-out fee
- Their labour costs
- The costs of parts and repair materials
- Up to £1000 per claim

10 Boiler Replacement Contribution. If your boiler has broken down and is deemed by our contractor to be uneconomical to repair, we shall contribute towards the cost of a brand new like for like replacement. Our contribution will be based on the age of your boiler, if it's aged up to:

- 5 years - £500
- 6 to 10 years - £250
- 11 to 15 years - £100

So, if we can fix the boiler we will, if we can't because it's not economically viable to do so, we will contribute to the cost of a brand new boiler.

11 Overnight Accommodation. Where it has not been possible to resolve the emergency and your home is rendered uninhabitable, we will arrange and pay for overnight accommodation up to £100 (inc VAT) for you and your family while the emergency repair work is completed.