

Terms & Conditions

Heating, Plumbing and Electrics Plus

This document explains what is and isn't covered under the Policy, what to do if you need to make a Claim, your cancellation rights and how to make a complaint if you're not happy. This document also contains some important information you need to know about your insurance contract between you and the Underwriter.

It's important that you read all the Policy documentation carefully.

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Definitions

Some of the words and phrases used in this document have a particular meaning. The definitions below explain what these words mean. All definitions will be capitalised where used in the document.

By 'we', 'us', or 'our', we mean SSB gas and heating on behalf of the Underwriter, in the arrangement and administration of this Policy, its authorised agents and engineers, unless otherwise stated.

By 'you' or 'your', we mean the person(s) who has the benefit of this Policy.

Beyond Repair: When making a Claim, the parts required are not available within 28 days, are no longer manufactured or the retail cost of the parts needed to Repair the appliance exceeds 85% of the retail cost of a new appliance. Parts are sourced through our suppliers. A similar appliance will be used to assess the appliance value if your exact model is no longer available.

Boiler: This is the appliance that supplies hot water and heating to water based radiators, including all manufacturer-fitted components within it. The Boiler must have a total power input of less than 70kw and must be fuelled by natural gas.

Breakdown: A sudden and unforeseen mechanical or electrical problem, which causes the item, component or system to stop working.

Cancellation Period: The number of days (including your statutory 14 days "cooling off" period), after the Policy start date, during which you can cancel the Policy and receive a refund. This is shown on the Policy Schedule.

Claim: A request made by you for us resolve a problem under this Policy. A Claim is considered complete where the resolution is in-line with the terms of Policy and also where the problem may not be resolved by our engineer but they have carried out an Investigation.

Electric(s): The permanent 240-volt electrical supply system within the Property (and non-domestic detached outbuildings, garages, sheds, greenhouses and non-permanent structures), beyond (but not including) the

electricity company's supply meter and supplying electrical power including sockets, switches, lights and fuse boxes.

Exclusion Period: The initial period at the start of the Policy or when cover is changed, during which any problems that occur may not be covered. The date from which problems are covered is shown on the Policy Schedule.

Gas Supply Pipe: The pipe that connects your natural gas meter to your gas Boiler and other gas appliances you have at your Property, including the gas cooker connection hose (pipes up to and including 35mm in diameter and not made of steel).

Heating System: The water based system that includes radiators, radiator valves, radiator pipes, header and expansion tanks, hot water cylinders (vented and unvented), immersion heaters and external components associated with a Boiler but which are not physically part of it including the pump, motorised valves, zone valves, thermostat, timer, temperature controls and the secondary flue.

SSB gas and heating: SSB gas and heating is a trading name of SSB gas and heating Membership Limited, Cable Drive, Walsall WS2 7BN and is registered in England and Wales under company number 02770612. SSB gas and heating Membership Limited is authorised and regulated by the Financial Conduct Authority for general insurance, under firm reference number 312518, VAT registration number GB 559669669. The registration details can be checked on the United Kingdom's Financial Conduct Authority's Financial Services Register. Details about the extent of the regulation by the Financial Conduct Authority are available on request.

Maintenance Work: Where our engineer, during a Claim identifies that your Property requires a Repair that is not covered but is needed to prevent a future Breakdown. This is applicable only to Boiler and Heating System cover. This will be confirmed in writing. You will have 28 days to complete the Repair and retain the cover under the Policy.

Investigation: Physical work is undertaken to understand the problem but it cannot be resolved under the Policy (for example; electrical testing, inspection of drains, diagnosing a Boiler or system that requires replacement or Maintenance Work).

Non-insured Service(s): Any service or feature provided to you that is not part of the regulated insurance Policy, for example, a Boiler Service.

Pest(s): Brown or black rats, house or field mice and wasps' or hornet's nests in the main area of your Property and wasps' or hornets' nests in your garden (including a detached garage/outbuilding).

Plumbing and Drainage: The water pipes, taps, stop taps, cold water tanks, drainage and waste pipes within your Property, including the water supply pipe, which connects your Property to the mains water supply (pipes and drains you are legally responsible for).

Policy: A contract of insurance formed by these Terms and Conditions and the Policy Schedule.

Policy Schedule: The document provided to you, which summarises specific details about this Policy such as the cover and features you have purchased, the Policy excess amount, the covered address, the Policy start and end dates and from when a Claim can be made.

Premium: The total amount you pay, consisting of a sum for the insurance and any amount you pay for any Non-insured Service(s). The total includes all applicable tax and administration fees.

Property: The private residence, garage and domestic outbuildings within the Property boundary, which you are solely responsible for, at the address shown on the Policy Schedule. Unless stated otherwise under 'What is Covered' through these terms, the insurance cover excludes sheds, greenhouses and non-permanent structures. Where the Property covered is a flat, the Property excludes the communal or service duct areas.

Reinstatement: Repairs to put right any damage we have made to an area during a repair (such as a section of lawn, tarmac, paving, concrete, soil, internal flooring and internal plasterwork). An exact match is not guaranteed. Reinstatement may not be immediate to allow ground to settle. If we are unable to complete Reinstatement we will offer you reasonable costs, to employ your own contractor to complete the work, payable upon receipt of an itemised invoice. Reinstatement is within the remainder of any unused Claims limit. Reinstatement does not include restoring fixtures and fittings or decorative surface finishes to their original standards, such as; paint, wallpaper, tiling, wooden/ laminate flooring, vinyl, carpets etc.

Repair(s)/Repaired: Fixing /to fix a problem following a fault or Breakdown to make it work correctly. If a replacement part is needed in order to complete a repair, a suitable alternative will be supplied, unless that part or its replacement is excluded within the insurance cover section.

Underwriter: The company providing the insurance cover on this Policy. Aviva Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential

Regulation Authority. Aviva Insurance Limited is registered in Scotland, company no. 2116 and the registered address is Pitheavlis, Perth, PH2 0NH. The regulatory status of Aviva Insurance Limited and SSB gas and heating can be checked by visiting the Financial Conduct Authority's website www.fca.org.uk/register.

Making a Claim

If there's a problem at your Property, and you need to make a Claim, please contact us as soon as possible.

You can Claim by telephone or if the Policy allows through your online account. The telephone number to Claim can be found on the Policy Schedule within the Policy documentation. Claims can be made by you or a person acting on your behalf. We won't be able to cover the cost of any work carried out by people not authorised by us.

We will ask a series of questions to help establish whether your problem is covered by the Policy. We may also offer to help you resolve minor problems yourself. If this isn't possible, a Claim will be registered and we will book one of our engineers to come and assess the problem, in line with the Policy Terms & Conditions.

You cannot make a Claim under the Policy for any problem occurring, prior to the Policy start date, while Maintenance Work is required or during any relevant Exclusion Period as set out within the Policy Schedule.

Excess payments

If your Claim requires a Policy 'excess' to be paid, this will be detailed on the Policy Schedule. This will need to be paid each time you make a Claim. Payment will be taken before we send an engineer. We can only accept payment using; MasterCard, Visa or Visa Debit payment cards. The card holder needs to be present to authorise the card payment for an excess to be paid. The Policy then covers the remaining cost of the Claim up to the Claims limit.

If the Claim is cancelled before our engineer arrives, or if they don't start any work due to the problem not being covered, your excess payment(s) will be refunded and the Claim will be cancelled. However, if an Investigation is carried out and we find the problem is not covered by the Policy, your excess payment will not be refunded. Where you or our engineer identify additional work that is not linked to the original problem claimed for, you will need to raise an additional Claim and pay another excess.

Insurance Cover

Claims Limit

For all sections of insurance cover listed below the maximum that the Underwriter will pay for each Claim.

- Up to £4,000 in value per Claim (or up to, where specified, an item that is covered becomes Beyond Repair)
- The Claims limit includes the cost of labour, materials and VAT, as applicable
- An unlimited number of Claims can be made

Live in a flat?

If your property is a flat, problems you don't have sole responsibility for and/or those within internal communal areas are not covered.

Boiler

What is Covered

Within the Boiler at your property, Repairs to resolve:

- ✓ No heating or hot water due to a Breakdown of;
 - Your Boiler
 - The Boiler controls within the Heating System that are required to make the Boiler work; including the pump, timer, programmer, temperature controls, thermostat(s), motorised valves and secondary flue.
 - The Gas Supply Pipe (including Reinstatement of the area damaged by us).
- ✓ A replacement Boiler, if due to a Breakdown the Boiler is Beyond Repair (with the following conditions)
 - The Boiler will not be replaced if the problem occurred within six months of first purchasing the cover or moving to the address.

- If the Boiler is less than seven years old the replacement includes the cost of its installation. Where the Boiler is over seven years old you are required to pay the cost of its installation. As an example, installation costs (parts labour and VAT included) can start from £1,134 but may cost more, if your installation needs scaffolding, asbestos removal, system cleaning or improvements required by regulation. In 2023 the highest cost for an installation was £5,844 The Boiler we choose will provide a suitable level of heating and hot water for the Property.
- The Boiler replacement must be made by a SSB gas and heating appointed installer. There is no cash payment alternative to the replacement Boiler.
- Any upgrades, changes or Repairs to correct a previous incorrect installation, need to be paid for by you.
- When determining the age of the Boiler the manufacturer's GC number will be used unless evidence is provided that its installation was later and within 12 months of its manufacture.
- Following the Boiler being Beyond Repair, the cover for the Boiler will be suspended from the Policy and the Premium adjusted, or the Policy will be cancelled where this is more appropriate. This will be confirmed to you in writing at the time. Where the policy continues, at the next renewal your offer will not include Boiler cover and may have a different level of excess.

What isn't Covered

- Boilers that do not meet the eligibility criteria as advised when the policy is first started or whenever a Boiler Health Check is completed.
- Repairing or replacing heating system components such as radiators, water tanks, cylinders, underfloor heating (including its pumps and controls), except for the external boiler controls listed under the covered items.
- Elson tanks and dual-purpose boilers (e.g., those providing both heat and power or heat and cooking facilities); thermal storage units inside or outside the boiler and their controls.
- Removing or cleaning sludge, scale, rust, or any other chemicals from the heating system water.
- Any other gas appliance (except for gas fires that are part of a back boiler system).
- A breakdown occurring after an engineer has previously identified that maintenance work is required to prevent future breakdowns.
- Any part of the boiler that cannot be accessed safely or is impossible or impractical to reach due to its position.
- Frozen pipes that have not resulted in a leak or permanent blockage.
- Adjustment of timing and temperature controls.
- Repairing or replacing internet-connected controls (e.g., 'smart' timers, controls, and valves).
- A boiler used for heating swimming pools.



Heating System

What is Covered

Within the Heating System at your Property, Repairs to resolve:

- Hot water cylinder and associated components
- Immersion heaters
- Heating system components related to the boiler (but not a physical part of it), such as the pump, motorised valves, zone valves, thermostat, timer, temperature controls, and the secondary flue
- Radiators
- Radiator pipes and valves
- Water header and expansion tanks
- The gas supply pipe (including reinstatement of the area damaged by us)

What isn't Covered

- Breakdown of the boiler, its internal controls, or its components
- Elson tanks, thermal storage units, and their controls
- Removing or cleaning sludge, scale, rust, or any other chemicals from the heating system water
- Warm air heating systems, underfloor heating (including its pumps and controls), fan convector heating, electrically heated towel rails, electric heating systems, solid fuel heating systems, and combined heat and power systems
- Breakdown occurring after an engineer has previously identified that maintenance work is required to prevent future breakdowns
- Any part of the heating system that cannot be worked on safely or is impossible or impractical to access
- Frozen pipes within the heating system that have not resulted in a leak or permanent blockage
- Repairing or replacing (on a like-for-like basis) a curved radiator or any radiator that is not a white flat panel design
- Repairing or replacing internet-connected controls (e.g., timers, thermostats, and valves)
- Repairing or replacing any system filter
- Venting/bleeding of radiators

Plumbing and Drainage

What is Covered

Within the plumbing and drainage system at your property, repairs will be carried out to resolve:

- A leak or blockage within the water supply pipe that connects your property to the mains water, including where it runs outside the property boundary. The cover includes reinstatement of the area excavated by us.
- A leak from:
 - Hot and cold water pipes
 - Washing machine or dishwasher inlet pipes
 - Toilet overflows
 - Cold water tanks and their overflows
 - Isolation valves and radiator valves
 - A radiator or hot water cylinder (drain and isolate only)
- A blocked or leaking drain or waste pipe (to restore flow and repair if leaking or collapsed)
- A blocked toilet (to restore flow, but not to replace)
- Dripping or seized taps
- Toilet flush mechanism repairs
- A noisy pipe (to quieten only where accessible)

What Isn't Covered

- Frozen pipes that have not resulted in a leak or permanent blockage
- Replacement of toilets, sinks, and other sanitary ware
- Repair or replacement of leaking radiators, hot water cylinders, and heating system components, including zone valves, pumps, and filters, unless there is no other way to stop or isolate the leak
- Breakdown of a water heater, boiler, or any other heating system component

- Removing or cleaning sludge, scale, rust, or any other chemicals from the plumbing, drainage, or heating system
- Guttering, rainwater downpipes, and soakaways
- Shared drains, drains outside the property (that you are not responsible for), and drains that do not lead to a lateral drain, sewer, or cesspit (e.g., drains to soakaways)
- Reinstatement of damage caused following a drain replacement (other than refilling any necessary ground excavation to leave it level and safe)
- Showers, including the shower unit, controls, outlet, valves, or showerhead
- Water softeners, water filters, and taps that deliver boiling or filtered water
- Repair or replacement of electrical appliances connected to or part of the plumbing system, such as electrical hot water taps, electric toilets, washing machines, dishwashers, macerators, waste disposal units, and fridges (including their discharge pipes)
- Any cost above your fair share of a repair where the water supply pipe is shared with another property. All parties must consent to pay their share before work commences (total cost divided based on ownership proportion of the repaired pipe)
- Any water supply repair outside the property boundary where access permission and liability for potential damage are not granted by the landowner
- Cost of any water lost during a leak



Electrics

What is Covered

Within the Electrics at your Property, Repairs to resolve a Breakdown of:

- Consumer units, fuse boxes, junction boxes, sockets, light switches, lighting transformers, light fittings, isolation switches, and interconnecting wiring
- The immersion heater and its timer switch
- Outside security and garden lighting
- Electric vehicle charger units (single-phase and up to 32A)
- A replacement of similar functionality will be provided if the unit is found to be beyond repair.
- There is no cash payment alternative.
- Electric showers or power showers – applicable where it is a self-contained wall-mounted shower, subject to the following conditions:
 - An electrical fault is causing the shower or its controls to malfunction, or an internal leak within the shower is causing an electrical fault or safety issue.
 - The shower will not be repaired. Instead, a replacement will be offered if the existing wiring is suitable.
 - If the existing wiring is not suitable due to electrical regulations, a £200 payment will be made.
 - The replacement will be of the same type but may not necessarily be the same make, model, or have identical features.

What isn't Covered

- Any repair that would result in a breach of current electrical wiring regulations and safety standards
- Resetting circuit breakers that can be reset by you
- Appliances (including boilers, heaters, etc.), internet devices, power generation systems, smart home controls, and energy management systems beyond any power isolation point or switch
- Wiring that is buried outside of the property
- Replacing light bulbs, fluorescent tubes, fuses in plugs, adjusting timers, or temperature controls

- Updating the property wiring (except where necessary as part of a repair)
- Wiring encased in rubber or lead
- Like-for-like replacement of parts and light fittings (standard parts with similar functionality will be used instead)
- Mixer showers (including thermostatic), shower pumps, digital showers, and separate shower controls
- Repairing water leaks in showers or replacing shower heads, hoses, rails, and soap trays
- Repairing any damage caused by the installation of a shower
- Electric vehicle charging units that are covered by an existing warranty or where the failure is due to a non-device-related issue (e.g., a software or internet problem)

Security

What is Covered

Repairs to protect or gain access to your main house or flat at your Property, where you have:

- Lost keys or being locked out, provided there is no access to another set
- A broken door lock
- A broken window lock
- A broken window or damaged door (boarding up only)
- An attached garage door that is damaged (boarding up only)
- A damaged roof (temporary patch repair or tarpaulin cover)

What isn't Covered

- Any domestic building that is not the main residential part of your property, such as detached outbuildings, detached garages, greenhouses, and sheds
- Replacing a garage door or repairing/replacing the electrical unit powering a garage door
- Internal windows and doors and/or their locks (except for repairing a lock on an internal door leading to a porch or conservatory)
- Providing more than one set of keys when a lock is replaced
- Returning to repair a section of the roof that has already received a temporary repair

Pest

What is Covered

Treatments to remove the following Pests:

- Brown or black rats, house or field mice
- Wasps' or hornets' nests inside the property
- Wasps' or hornets' nests in your garden, including those within sheds, greenhouses, and non-permanent structures

What isn't Covered

- Rats and/or mice outside of the main residential part of your property, such as the garden, detached outbuildings, detached garages, greenhouses, and sheds
- A recurring pest problem where previously recommended preventative measures and reasonable actions have not been carried out

- Situations where you cannot confirm the pest is rats, mice, wasps, or hornets
- Any damage caused by pests

Non-Insured Features

The following is provided under an agreement between you and SSB gas and heating and are not regulated by the Financial Conduct Authority. Therefore, if you have any complaint, you will not have the right to refer it to the Financial Ombudsman Service.



Boiler Service

What is included

A service of your Boiler completed by a Gas Safe registered engineer, including:

An inspection of the Boiler and its installation in accordance with current Gas Safety (Installation & Use)

Regulations and manufacturer's instructions, including:

- Testing, checking, and cleaning of the Boiler and its system filter
- Testing gases produced by the Boiler, its ventilation, and the effectiveness of the flue
- Determining whether the Boiler is safe to use

What isn't Included

- Any breakdown or repair needed for the Boiler or Heating System (found during a service)
- Maintenance that is not part of the standard manufacturer's service
- Testing of the Gas Supply Pipe to the Boiler, unless there is a known or suspected gas leak

About Your Boiler Service

In the first year your Boiler Service will be completed alongside the Boiler Health Check. After this, Boiler Services will usually be completed between April and September. We'll contact you by letter, email or text message to arrange your Boiler Service. We'll attempt to contact you three times and provide details of how you can get in touch to book your service. If you do not contact us and your service isn't completed during your Policy period, you won't be eligible for a refund.. We aim to schedule services approximately every 12 months, however during periods of high demand (for example, during cold weather) we prioritise Breakdowns and may need to rearrange your service. Where safety defects are identified, the current Gas Industry Unsafe Situation Procedure will be followed. This may mean that the Boiler cannot be used until a problem we find is resolved. Please make sure that you have the manufacturer's instructions available for the engineer when they attend.

General Exclusions

The following are also excluded from cover and therefore the Underwriter will not be liable for any of the following:

- Any item not forming part of the Policy coverage as detailed in 'What is covered?'
- Any event, loss, or damage arising from circumstances known to you before the Policy start date or occurring in any Exclusion Period.
- Any costs or activities in excess of the claims limit or any other limitation specified. You are responsible for agreeing and settling these costs directly with us.
- Any losses caused by delays in obtaining spare parts and any losses as a result of a problem covered by this Policy, other than those direct costs expressly covered, unless caused by our negligence or that of our agents and suppliers, including the failure to search all of our stockists for a spare part.
- Systems, equipment, or appliances that have not been installed, serviced, or maintained regularly according to British Standards and/or manufacturer's instructions; or that are subject to a manufacturer's recall.

- Instances where a repair or replacement is only necessary due to changes in legislation or health and safety guidelines.
- Any defect, damage, or breakdown caused by malicious or willful action, negligence, misuse, or third-party interference, including any attempted repair or modification to the elements covered by this Policy, which does not comply with British Standards.
- The cost of any work carried out by you or persons not authorized by us in advance.
- Like-for-like replacement of parts. Our engineer can fit an alternative part supplied by you (so long as it complies with British Standards and regulations—for example, a switch or tap); however, this part will not be guaranteed by us. Our engineer will not fit parts supplied by you where the claim relates to the gas supply, boiler, or central heating system.
- Day-to-day maintenance of the items covered by the Policy at your Property, for which you are responsible.
- Starting or completing any work within your home if we believe there is a health and safety risk to our engineer. This includes situations where work is required in a loft space and permanent boards, railings, lighting, or ladders are not in place, verbal abuse, physical abuse, or harassment of the engineer, or the presence of hazardous chemicals, asbestos, dangerous pets, or pest infestations (unless attending to a covered pest problem). You are responsible for making it safe, including any costs for the safe removal of asbestos or chemicals. We may require you to provide certified evidence of the work being done before the claim can continue.
- Any loss arising from subsidence, heave of the site, or landslip caused by bedding down of new structures, demolition or alteration to the Property, faulty workmanship, defective materials, or river or coastal erosion.
- Any loss or damage arising as a consequence of:
 - War, invasion, act of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, coup, riot, or civil disturbance.
 - Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, or the radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or its nuclear component.
 - Any defect, loss, or damage occasioned by fire, lightning, explosion, tempest, flood, earthquake, impact, or other extraneous causes, unless the consequences of any of these are expressly stated to be included elsewhere.
- Indirect costs arising as a result of disconnection from or interruption to the gas, electricity, or water mains services to the Property.
- Any investigative work where the problem that caused you to claim has already been resolved.
- The following are not covered (unless otherwise stated in "What is Covered?"):
 - Pumps, including sewerage pumps, drainage pumps, shower pumps, any associated electrics, or valves.
 - Water softeners.
 - Cesspits, septic tanks, and their outflow pipes.
 - Vacuum drainage systems.
 - Swimming pools or decorative features, including ponds, fountains, and any associated pipes, valves, or pumps.
 - Ground, air, and water source heat pump systems, electric boilers.
 - Power generation systems and their associated pipework, pumps, panels, and controls, including solar panels and/or wind turbines; combined heat and power systems (systems that generate electricity and heat at the same time).
- Any claims where the root cause of the problem stems from a communal area that you do not have sole responsibility for.

General Conditions

Your Responsibility

Eligibility

This Policy is only suitable for those responsible for paying for Repairs to their Property. It must be your private residence, or you rent it out (with you being the landlord). You need to confirm if you wish to cover a house or

flat and whether you are a landlord of this Property when you apply. The Property must not be a mobile or park home, or a dedicated full time business premises such as: a hotel, multiple room B&B, factory, shop, office building or pub. This contract only applies to properties located within the United Kingdom comprising England, Wales, Scotland and Northern Ireland (excluding Isle of Man and the Channel Islands). Please check that you do not have cover elsewhere before taking out this Policy to avoid overlap with another provider. Where these terms and conditions include cover for a Boiler, a separate Policy or plan will be required for each Boiler. Please contact us to arrange this. Your Gas Supply Pipe must be 35mm in diameter or less and not made of steel.

Renewal

We will contact you before the Policy ends to arrange the renewal of the Policy and tell you your renewal Premium. Your Claims history will be considered when reviewing your renewal Premium. Adjustments may also be made to reflect the cost of providing the Policy and any change in the rate of tax applicable to it. We reserve the right to refuse renewal of any individual Policy and we will inform you before the Policy expires if we choose to do so. Please check your renewal documents to ensure that all your details are correct. If the Policy is set to automatically renew; the Policy will continue under your existing payment method and new Premium amount. Your cover will continue uninterrupted and you can continue to make a Claim. If the Policy does not automatically renew; we will ask you to contact us in order to continue with the Policy and to provide your payment details. If you do not contact us the Policy will end and you will not be able to make a Claim. You can change if the Policy automatically renews or not at any time during the Policy term by calling us, writing to the Freepost address, through your online account or by visiting homeserve.co.uk/autorenewal

Changing your address

If you move home and need to update your address, use your online account, call us or write to us (see 'Contact Us' section). You are responsible for informing SSB gas and heating of a change of your address so we can assess if the Policy can be transferred to your new home. If you have a Policy which includes cover for a Boiler, we will organise for a Boiler Health Check to take place at your new Property. Please see the 'Boiler Health Check' (BHC) section to understand what this means. If you have a Policy which covers more than the boiler, these other cover areas will continue uninterrupted.

Boiler Health Check (BHC)

A BHC must be booked or completed within the first 90 days of the Policy start date, or the date you change address. During the BHC our engineer will check that your Boiler and Heating System meets our eligibility criteria and is in a good working condition with no pre-existing faults.

If you need to make a Claim before we have checked your Boiler and system, we will complete the BHC and assess whether it is a pre-existing fault as part of the Claim.

If a pre-existing fault is found, we will tell you what needs to be done to fix it. This Repair is not covered by the Policy. The Boiler cover will be suspended whilst you make arrangements for the Repair to be completed and will be reinstated, when you can provide evidence (within 28 days) that the problem has been resolved.

If you do not book a BHC within 90 days of the Policy start date, do not complete Repairs we have told you about or if during the inspection your BHC fails (for example, the Boiler or a part of the system is in poor condition or ineligible for cover), the Boiler cover will be suspended from the Policy and the Premiums adjusted, or the Policy will be cancelled where this is more appropriate. This will be confirmed to you in writing. Where the Policy continues, at the next renewal your offer will not include Boiler and/or Heating System cover and may have a different level of excess.

Missing payment

If you fail to make a payment of your Premium on the due date, the Policy will be suspended and you will not be able to make a Claim. We will notify you in writing within 5 working days of the date on which a payment was due. If you do not pay the requested amount within 30 days of the due date, the Policy will be cancelled. Please see 'How can you cancel' section for your liability to pay any Premium that you owe to us. If you want to make a Claim whilst the Policy is suspended, you will also need to pay any outstanding Premiums before we send out an engineer.

Promotional Offers

If you cancel a Policy and you (or any other individual living at the Property) then purchase a Policy with the same or similar features then you will not be eligible for any new customer promotional offers.

Overlapping cover

If you have more than one Policy with SSB gas and heating, some parts of your cover may overlap. In the instances of overlapping cover, we will not issue a refund.

Our Visit

Your Appointment

We will attend your Claim within a reasonable timescale. If something beyond our control makes that impossible to keep to, we'll let you know as soon as possible and give you another time when we can visit. During the visit, if you are not there, please ensure there is an adult (over 18) present who can make decisions on, your behalf.

Our engineers

One of our engineers will normally carry out any work required at your Property. Sometimes, we may send a suitably qualified contractor instead.

Additional Claims

Repairing or replacing any number of part(s) for a single reported problem is considered as one Claim. If other faults exist or are found which are in a separate part of your system and are not related to the problem you reported an additional Claim will need to be made for this Repair to be completed.

Our guarantee

Under this Policy, the workmanship and any part(s) used by us to solve the problem will be guaranteed for a period of twelve months from the date the work is carried out.

Parking restrictions

When making a Claim, you will be asked if there are any parking restrictions including need for a parking ticket, a parking permit or inability to park within close proximity to your Property. Where no parking is available, this may affect your Claim being dealt with promptly.

Creating access

When our engineer arrives at your Property, they will locate the source of the problem. If direct access is not available, they will need to create access. If you want them to proceed on this basis you will need to confirm this while they're at your Property. Unless stated in the 'What is covered?' section, this Policy does not provide you with cover for any damage which may be caused to the Property, its contents, fixtures, fittings, floorings or sanitary ware (unless such damage is as a result of our engineer's negligence). If you don't want us to create access, we will be unable to progress your Claim until you have arranged for access to be made.

Replacement Parts

Where we replace parts, these will be SSB gas and heating approved standard alternatives. They will not necessarily be identical, the same make and model or same type of fitting.

Cancellation and Complaints

How can you cancel

If you wish to cancel the Policy; you (as the named Policy holder) or an authorised representative, must contact us (see 'Contact Us' section). You may cancel the Policy at any time and choose an appropriate cancellation date. Depending on when you cancel and whether you have made a Claim, any refund of Premium paid to you or Premium owed by you may be calculated as follows:

Insurance Premium

Within your Cancellation Period:

- If you have made a claim, you will receive a refund minus an amount for the number of days you have been covered.
- If you have not made a claim, you will receive a full refund.

Outside Your Cancellation Period:

- If you have made a claim, you will not receive a refund and must pay all future insurance premiums due for the remainder of the policy term.
- If you have not made a claim and pay monthly or quarterly, upon cancellation, we will ask you to choose a cancellation date that matches the end of the period you have already paid for.
- If you have not made a claim and pay annually, you can choose the cancellation date and will receive a refund minus an amount for the number of days you have been covered. Claims can continue to be made until the cancellation date.

Non-insured Service(s) Premium

If your Boiler Service has been completed (or we have made three attempts to arrange the Boiler Service) you must pay for this in full and no refund is due.

How can SSB gas and heating cancel

The Underwriter (or SSB gas and heating acting on its behalf) may cancel the policy in the following circumstances:

1. By giving you at least 7 days' notice in writing to the last address provided to us:
 - If you are seriously in breach of the terms of the policy. Examples of a serious breach include failure to make a payment despite contact from us or where we reasonably suspect you have submitted a fraudulent claim.
 - If you or persons associated with your property/policy display unreasonable behavior towards us, including but not limited to abusive, discriminatory, offensive, and/or threatening language or actions.
 - If you fail to provide accurate and complete information in accordance with the Consumer Insurance (Disclosure and Representations) Act 2012. (Please see Your Responsibility to Provide Correct Information later in this document.)
2. In any circumstances stated in the "Insurance Cover" section.
3. If the Boiler Health Check has not been booked or completed within the first 90 days of the policy start date or the date you change address:
 - If you only have cover for your boiler/heating system, we will provide a refund.
 - If the policy provides cover for more than just your boiler, we may choose to allow you to continue the policy, but with cover for the boiler removed.

You may have several policies administered through SSB gas and heating. In the future, we may wish to consolidate these separate policies into one policy. This will not affect your cover or your premiums. In such circumstances, we reserve the right to cancel one or more of your existing policies and transfer you to the new policy. If you do not agree to this, please let SSB gas and heating know (see the Contact Us section for details).

How do I complain

Only the named policyholder(s) or an authorized representative can make a formal complaint.

If you wish to register a complaint, please contact us:

- In writing at the Freepost address
- By phone via our Customer Service number
- By email at customerrelations@homeserve.co.uk (see the Contact Us section)

We will make every effort to resolve your complaint to your satisfaction as quickly as possible, but no later than 8 weeks. If we cannot resolve your complaint within this timeframe, we will write to you with an update.

If you are unable to settle your complaint with us, and it does not relate to any Non-Insured Feature under this policy, you may be entitled to refer it to the Financial Ombudsman Service (www.financial-ombudsman.org.uk).

We will provide you with the necessary information to make a referral.

For more details on our Complaints Process, please visit:

➔ www.ssbgas.com

Policy Period

The Policy will continue for a period of twelve months, unless it is cancelled by you or us before then. You have certain rights to cancel your Policy, and these are set out above under the heading 'How can you cancel'. Our cancellation rights are also set out under the headings 'How can SSB gas and heating cancel' and 'Missing payment'.

Contract Terms

Your contract

We arrange and administer your insurance cover. If you need to contact us regarding your contract, please call or write to us (see 'Contact Us' section). This insurance cover is provided by the Underwriter. You must co-operate with the Underwriter in obtaining reimbursement of any costs they incur under the terms of this cover, which may have been caused by the action of a third party, against whom you have legal right of action.

- This Policy is sold, arranged and administered by us.
- We'll agree service standards for the delivery of cover provided by the insurance.
- We'll collect the Premium in accordance with your instructions. Any monies relating to the insurance

services held by us (including Premium collected by us, Premium to be refunded to you, and Claims monies) shall be held by us on behalf of the Underwriter.

- SSB gas and heating may amend the terms and conditions for legal or regulatory reasons.

If the change benefits you, we will implement it immediately and notify you within 28 days.

For all other changes, we will notify you at least 28 days in advance.

If the changes do not benefit you and you wish to cancel the Policy, you may do so following the procedure outlined in the 'How You Can Cancel' section.

- If we enter into an agreement with a new Underwriter for all or part of your Policy, we will inform you of the new Underwriter's details.

Any changes to terms and conditions will be effective upon renewal of your Policy.

By continuing, you authorize us to transfer any personal data, including special categories of personal data, to the new Underwriter, in accordance with data protection laws.

If you wish to withdraw your consent, please contact us (see 'Contact Us' section).

- If the Underwriter transfers the arranging or administration of the Policy to another provider, we will notify you of the new provider's details and any changes to the terms of service.

These changes will take effect upon renewal of your Policy.

By continuing, you authorize us to transfer relevant data, including special categories of personal data, to the new administrator.

If you wish to withdraw your agreement, please contact us using the Customer Service number provided in your Policy Schedule.

Your Non-Insured Service(s) contract

You have a separate contract with SSB gas and heating Membership Limited for any Non-insured Services as set out in the Policy Schedule.

The law that applies to this Policy

This agreement is governed by and construed in accordance with the laws of England and Wales. All correspondence will be in English. The courts of England shall have exclusive jurisdiction for all matters relating to this agreement.

Compensation Scheme

Both the Underwriter of this Policy and SSB gas and heating are covered by the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers if we or the Underwriter are unable to meet our liabilities. You may be entitled to compensation in these circumstances depending on the details of any Claim. If entitled to compensation you would be covered for 90% of the Claim, without any upper limit. Further information about the scheme arrangement is available from FSCS.

Your responsibility to provide correct information

You are required to take reasonable care to supply accurate and complete answers to all the questions you were asked at the time of insuring with us. It is important that you check the information you have provided and notify us immediately of any changes to these details. Failure to provide accurate and complete information to the best of your knowledge may result in increased Premiums, refusal of a Claim or the Policy being cancelled. You are required to update us with any changes to the information you provided at the time you asked us to insure you.

Our Privacy Notice

Although our Privacy Notice does not form part of the contract between you and SSB gas and heating Membership Limited, we recommend that you read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights. Please see our Privacy Notice at:
<https://www.homeserve.co.uk/about/privacy-policy>

This information can be provided in large print, in braille or as an audio version on request.

Contact us

Customer Service number

07359605766

Message us

Speak to a member of our team* on info@ssbgas.com

Need to make a claim?

Call: 07359605766

Visit: www.ssbgas.com

Address:

Southampton, United Kingdom

