
Deposit Replacement Insurance

Insurance Product Information Document

Company:

Canopy has been authorised to arrange and administer the policy. Canopy is a trading name of InsureStreet Limited which is an appointed representative of Resolution Compliance Limited, a company authorised and regulated by the Financial Conduct Authority under registration number 574048 to carry on insurance distribution activities. InsureStreet Limited is registered in England Wales.

Wakam is a joint manufacturer and the policy underwriter, registered with the Paris Trade and Companies Registry under company number 562 117 085. Wakam is a company authorised and regulated by the Financial Conduct Authority under registration number 517214 to carry on insurance distribution activities.

Product: Deposit Replacement Insurance

This document contains only a summary of the insurance cover. It has not been personalised for you. The full terms and conditions of the insurance, including complete information on exclusions, your obligations, how to make a claim and your complaints and cancellation rights, can be found in the policy document. Please read the policy document and schedule carefully to ensure the policy cover meets your needs and the of your landlord/letting agent.

What is this type of insurance?

Deposit replacement insurance: When renting a property, the landlord will ordinarily require a tenant to pay a tenancy deposit equal to approximately 5 weeks' rent, as security for the tenant's obligations. Deposit replacement insurance replaces the tenancy deposit and covers the landlord if the tenant fails to pay for certain damages and overdue rent, up to an amount of 8 weeks' rent.

It is important to note that under deposit replacement insurance, the tenant remains responsible for any loss or damage suffered by the landlord under the tenancy agreement and the tenant will still be required to pay for all damage and unpaid rent at the end of the tenancy. The landlord is entitled to claim for all such damages and unpaid rent for a period of 60 calendar days after the end of the tenancy.



What is insured?

The landlord is insured against (up to an amount of 8 weeks rent):

- ✓ Damage to or loss of the landlord's property for which the tenant is responsible under the tenancy agreement.
- ✓ The costs incurred by the landlord for removing, storing, or disposing of the tenant's possessions, if the tenant does not remove them when the tenancy ends.
- ✓ The cost of reconnecting electricity, gas, water, sewerage, telephone, satellite, cable and/or broadband services, if the tenant causes them to be disconnected
- ✓ Unpaid rent.



What is not insured?

- ✗ Loss of, or damage to, anything that was not included in the inventory for the property provided at the start of the tenancy
- ✗ Damage or loss caused by fair wear and tear
- ✗ Damage or loss for which the tenant is not responsible under the tenancy agreement



Are there any restrictions on cover?

- ! The maximum amount payable under the policy is the equivalent of 8 weeks' rent.
- ! If the insurer pays the landlord, it will generally claim the money back from the tenant (together with the insurer's reasonable costs). It might therefore cost the tenant less if they settle the claim from the landlord directly, instead of letting the insurer pay the landlord.
- ! The insurer will not claim the money back from the tenant where the payment was for unpaid rent, and the tenant can prove that they did not pay the rent because:
 - (a) the tenant lost their job through no fault of their own*; or
 - (b) the tenant's working hours were cut after an injury, illness*, or disability.

**national and global pandemics and communicable diseases, such as the COVID-19 pandemic are not covered under this policy.*



Where am I covered?

- ✓ If the property you rent is in Great Britain or Northern Ireland.



What are my obligations?

If you are the tenant, you must:

- pay the premium;
- track your rental payments through Canopy's RentTracking solution, during the term of your tenancy agreement;
- comply with the terms of your tenancy agreement with your landlord (or letting agent);
- make sure the inventory of the property you receive from the landlord is complete and accurate before signing it and returning it to the landlord;
- always be open and honest with Canopy and the insurer;
- make every reasonable effort to avoid damaging or losing your landlord's property and, if something happens, do everything you reasonably can to keep the damage or loss to a minimum; and
- give Canopy and the insurer any information they require in order to investigate any claim your landlord makes under the policy.

If you are the landlord, you must:

- provide the tenant with a complete and accurate inventory of the property;
- always be open and honest with Canopy and the insurer
- give Canopy and the insurer any information they require in order to enforce the insurance; and
- support the recovery of the insurer's money that was paid out on the basis of a claim.



When and how do I pay?

The tenant must pay the premium to Canopy on or before the date when the tenancy agreement starts.



When does the cover start and end?

The policy will start when the tenancy agreement starts.

The policy will end 60 calendar days after the date the tenancy agreement ends, but coverage is only available in respect of insured events which occur during the tenancy agreement.



How do I cancel the contract?

The tenant may cancel the policy at any time and for any reason during the cancellation period. The cancellation period starts when the tenancy agreement starts and ends 14 days later.

The policy cannot be cancelled after the cancellation period.

If the tenant cancels the policy, the tenant will be entitled to a partial refund of the premium in proportion to the unexpired term of the tenancy agreement, provided no claim has been made. If the policy is cancelled, the tenant may be required, under the terms of the tenancy agreement, to pay the landlord a cash deposit.