

Sentinel® Gold is a trading name and registered trademark of Tenergy Limited. Registered in England No.1008797. Registered address: Charter Court, 50 Windsor Road, Slough, Berkshire, SL1 2EJ. Tenergy Limited is authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 311584.

This document contains some important facts about Sentinel® Gold Insurance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy wording. Please take time to read this policy document to make sure you understand the cover it provides.

This insurance is underwritten by AmTrust Europe Limited. Registered in England number 01229676. Registered Office: Market Square House, St. James's Street, Nottingham, NG1 6FG, United Kingdom. AmTrust Europe Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 202189.

### What is this type of insurance

Sentinel® Gold offers you comprehensive cover and assistance for you and other people living at your home address. Sentinel® Gold provides cover against the accidental loss or theft of your handbag, wallet, purse and/or briefcase, passports, driving licence and personal money. Sentinel® Gold will cover any communication costs that are incurred in notifying an incident to the police, Sentinel® Gold and other insurers. Additionally, Sentinel® Gold also provides key cover in the event your keys are lost or stolen, and lock cover to help you gain access to your home or motor vehicle where your keys have been lost or stolen or broken in the lock.



#### What is insured?

- ✓ Up to £400 per year to replace your missing cash lost or stolen at the same time as your cards.
- ✓ Up to £300 per claim to cover your handbags, wallets and purses and/or briefcases which are lost or stolen.
- ✓ Up to £1000 per claim for Lock and Key which covers the cost of lost or stolen keys, and/or replacement locks, gaining access to your home or motor vehicle, and cover for the costs of vehicle recovery and hire car rental.
- ✓ Up to £800 per claim to cover communication costs in dealing with an incident following the loss of theft of your or a registered members wallet, purse, handbag, briefcase, personal money or identity documents, including notifying Sentinel Gold, the policy or any other insurer.
- ✓ Up to £400 per claim to cover the replacement cost of a lost or stolen passport and/or driving license.



#### What is not insured?

- ✗ Any personal money not reported to the police lost or stolen at the same time as reporting the loss or theft of your cards.
- ✗ Any claim for personal money not supported by a bank or building society statement to evidence ownership of the money prior to it being lost or stolen.
- ✗ Any communication costs not directly related to reporting the loss or theft of your cards, handbag, wallet, purse, briefcase or personal money, keys, luggage or identity documents.
- ✗ Any costs that are not directly related to communication costs.
- ✗ Locks or keys damaged or lost before the policy start date.
- ✗ Locks which were damaged prior to the keys being lost or stolen.
- ✗ Claims for the loss or theft of vehicle keys which are not owned by you or a registered member.
- ✗ Any non-domestic locks or keys, other than for your home or office.
- ✗ Costs for a hire-car or other reasonable transportation charges unless you have received authority from Sentinel® Gold to incur those costs.
- ✗ Any claims where the keys have been lost or stolen and have a fob with the vehicle registration number or the address of your home or home office attached to them.
- ✗ Any costs for gaining entry to your home, home office or vehicle other than locksmith or motor assistance charges.
- ✗ Any costs incurred which have not been pre-authorised by Sentinel® Gold.



#### Are there any restrictions on cover?

- ! With respect to the personal belongings, lock and key, personal documents and communications costs cover, you are limited to a maximum of 3 successful claims per year for all incidents.
- ! The costs of a hire car and other transportation charges will be provided for a maximum of 3 days.
- ! Cover only extends to persons who live with you permanently at your home address and are registered with Sentinel® Gold.
- ! You must be a resident of the UK, Channel Islands or the Isle of Man.
- ! You and other registered members must be over 18 years of age.



#### Where am I covered?

- ✓ Worldwide.



#### What are my obligations?

- You must pay your policy premium.
- You must be able to provide evidence of ownership of personal money prior to it being lost or stolen.
- In order to submit a claim for loss or theft of a handbag, wallet, purse and/or briefcase you must provide the necessary documentation listed below:
  - A description of the item(s).
  - The receipt(s) for the replacement item(s).
  - The Police report detailing the item(s) lost.
- You must contact Sentinel® Gold to register additional persons in your household.
- Any claim for telecommunication costs must be supported by reasonable evidence (showing the telephone number of Sentinel® Gold where appropriate), for example, telephone, telex/fax bills. Claims for postage must be supported by postal receipts.
- You are responsible for informing Sentinel® Gold of any changes to your permanent address. Only you and registered members at your address will be covered under this policy and be entitled to receive the services.
- You must inform Sentinel® Gold of any registered members who no longer live at your home address. Registered members who no longer live with you will need to apply for a new policy if they wish for their cover to continue.



### **When and how do I pay?**

Payment for Sentinel® Gold is due immediately once your policy is created or when your policy subsequently renews. Payment for your policy can be made via debit or credit card, or can be paid via direct debit. This is a single premium product and a premium is payable for each period of cover.



### **When does the cover start and end?**

Cover under Sentinel® Gold will start immediately and will end as of the date shown on your policy welcome or renewal letter. Unless you inform Sentinel® Gold of your wish to cancel the policy prior to your renewal date, the policy will automatically renew on the scheduled renewal date. Sentinel® Gold will write to you at least 30 days before the policy end date with full details of the renewal premium and the terms and conditions applicable to your policy renewal.



### **How do I cancel my contract?**

You may cancel your policy at any time by calling 0800 023 4318, emailing [enquiries@sentinelgold.co.uk](mailto:enquiries@sentinelgold.co.uk) or writing to Sentinel® Gold, Sentinel House, Airspeed Road, Portsmouth, Hampshire PO3 5RF.

If you cancel with immediate effect within 14 days of your policy start date, as long as no claims have been made, you will be entitled to a full refund of your policy premium.

If you cancel with immediate effect after this time, you will receive a pro-rata refund for any days of remaining cover. If we cancel your policy at your request after the first 14 days of your policy start date, you will be charged you an administration fee of £5.