



Rated by Experts

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clarity and transparency



## Contents

Overview	3
Red Line Criteria	4
Contact Fairer Finance	7

## Overview

Our product ratings use a set of 'red line' criteria to calculate an underlying score for each product, which translates to a star rating.

Products can achieve between one and five stars. The more comprehensive the product, the more likely it is to be rated highly.

To achieve a five-star rating, products must meet all of our red line criteria. We focus on core product features, and don't give extra marks for unnecessary features or optional extras.

Our current red line criteria are contained in the following pages.

We do not consider price when calculating these ratings.

### Red line requirement 1 – Have a compulsory excess of £100 or less

Compulsory excess is what needs to be paid towards a claim being made. Policies need to offer a compulsory excess of £100 or less to meet this red line. This does not include any voluntary excess which is added by the customer.

### Red line requirement 2 – Have an excess for water-related claims of £250 or less

This is another compulsory excess which will need to be paid due an escape of water claim being made. It is slightly higher than the standard compulsory excess as escape of water claims tend to be a higher amount to claim for.

### Red line requirement 3 – Have no extra excess for flood claims

Some policies have a flood excess as compulsory. If a policy does, they do not meet this red line.

### Red line requirement 4 – Replace non-damaged items that are part of a set

This red line ensures that if a part of a matching set such as a sofa or bathroom suite is damaged, the policy will offer to contribute towards a new set, to search for a replacement to match or replace the set if a replacement cannot be found.

### Red line requirement 5 – Offer £500 or more for replacement keys and locks if lost or stolen

To pass this red line, a policy must offer more than £500 of cover for replacing stolen or lost keys and damaged locks. This provides customers with reassurance that enough cover is provided, and they are covered if they lose their keys by mistake.

### Red line requirement 6 – Offer £5,000 or more for Trace and Access

This red line means cover is provided for finding and fixing water leaks as well as repairing any damage to the house in the process. Policies need to offer £5,000 or more to meet this red line.

### Red line requirement 7 – Offer 20% of sum insured or £40,000 or more for alternative accommodation for buildings insurance

Policies must provide a minimum of 20% of the buildings sum insured or over £40,000 cover if a customer is no longer able to live in their home due to

damage to the house such as fire or flood. It allows customers to find a place to live until the house has been repaired.

### Red line requirement 8 – Offer 10% of the sum insured or £5,000 or more for alternative accommodation for contents insurance

Policies must provide a minimum of 20% of the contents sum insured or over £5,000 if a customer is no longer able to live in their home due to damage to the house such as fire or flood. It allows customers to find a place to live until the house has been repaired.

### Red line requirement 9 – Offer £100 or more of cover for money kept at the home

Policies must offer cover for money kept within the home for up to £100 or more.

### Red line requirement 10 – Offer £500 or more in cover for bicycles in the home

To meet this red line, policies must offer £500 or more for bicycles being kept within the home.

### Red line requirement 11 – Offer 5% of sum insured or £5,000 or more of cover for anything stolen from outbuildings

Policies must offer 5% of the contents sum insured or a minimum of £5,000 for theft from customer's outbuildings such as garages.

### Red line requirement 12 – Replace damaged or stolen items with new ones

Also known as 'new for old'. Policies must replace missing or damaged contents as if they were brand new with the exclusion of wear and tear applicable to some e.g. linen or clothing.

### Red line requirement 13 – Offer £2 million or more of cover for property owner liability

Policies will cover for the legal liability the customer has as owner for accidents that happen in or around the property. Cover of £2million or more needs to be provided.

### Red line requirement 14 – Offer £1 million or more of cover for liability to domestic employees - such as cleaners

This red line means policies must provide £1million for the legal liability customers would have to pay as compensation for causing illness, disease, physical injury or accident death to a domestic employee.

### Red line requirement 15 – Offer 20% of sum insured or £10,000 or more to cover liability for tenants

Policies must offer 20% of the contents sum insured or £10,000 for the legal liability for the buildings under a tenancy agreement. This would be for renters who do not own the building but have contents needing to be covered.

### Red line requirement 16 – Unoccupied period of 29 consecutive days

This red line ensures policy do not void cover if a customer is away from home for more than 29 consecutive days.

### Red line requirement 17 – Offer protection against inflation

This is when the amount that has been insured allows for increases alongside the cost of living.

### Red line requirement 18 – Have an amendment fee of £30 or less

Policies must have an amendment fee of £30 or less.

### Red line requirement 19 – Have a cancellation fee less of £55 or less

Policies must have a cancellation fee of £55 or less.

### Red line requirement 20 – Have a 24hour telephone helpline.

Policies must provide a 24hour telephone helpline in case of an emergency.

### Red line requirement 21 – Guarantee any repairs for at least 12 months

Policies will provide a repairs warranty on any work that has been carried out by their approved suppliers for at least 12 months.

## Contact Fairer Finance

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