



Rated by Experts

Leading the market in
clarity and transparency



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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 1 - Internal plumbing and drainage

The policy must cover blocked or leaking internal and external drains and waste pipes that the customer is responsible for within the boundary of their home.

Red Line 2 – Primary heating system

The policy must cover the sudden failure to the function of customers' principal domestic central heating and hot water systems.

Red Line 3 – Internal plumbing and drainage

The policy must cover blocked or leaking internal and external drains and waste pipes that customers are responsible for within the boundary of their home.

Red Line 4 – Home security cover

The policy must cover damage to, or the failure of, external doors, windows or locks, which leaves customers' homes insecure.

Red Line 5 – Lost keys cover

The policy must cover loss of keys.

Red Line 6 – Home emergency cover limit

The overall cover limit when taking into account the cost of labour, parts and materials per period of insurance must be £1,000 or greater. This redline is set at the market average, which is a level of cover we think is sufficient for a home emergency call out.

Red Line 7 – External drainage

The policy must cover blocked or leaking external drains and waste pipes that customers are responsible for within the boundary of their home.

Red Line 8 – Minimum excess

The amount you must pay as the first part of each claim (sometimes referred to as a call-out fee). In order for products to pass our red line, they must have an option to pay £0 for a call out charge.

Red Line 9 – Roof damage

The policy must cover customers for any damage to the roof of their homes where internal damage has been caused or is likely.

Red Line 10 – Water supply pipe cover

The policy must cover customers for damage to the freshwater pipe they are responsible for, connecting their property to the mains water supply, wherever it runs (including inside and outside the property boundary).

Red Line 11 – Internal gas supply pipe cover

The policy must cover customers for damage to the gas supply pipe located in their home, which supplies the central heating boiler and other gas appliances, and which connects their home to the gas mains supply.

Red Line 12 – Boiler breakdown cover

The policy must cover a sudden failure to the function of the boiler in the customer's home.

Red Line 13 – Burst or damaged pipes

The policy must cover customers for a burst or damaged pipes.

Red Line 14 – Pest infestation cover

The policy must cover customers for the sudden infestation of their home by vermin, which prevents the use of the loft or any room in their home.

Red Line 15 – Alternative accommodation cover

The policy must cover customers if they are unable to live in their home due to it being rendered uninhabitable by a home emergency event. The cover limit for the policy must be at least £250, which is the median for the market. Those policies that cover alternative accommodation as part of their wider buildings & contents insurance pass the redline also.

Red Line 16 – Boiler age exclusions

The policy must cover all boilers that are 15 years old or less.

Red Line 17 – Contribution towards the cost of a new boiler if yours is beyond economic repair and is 6 years old or less.

The policy must offer a £250 contribution towards the cost of a new boiler if the boiler is aged six years or less and is deemed to be beyond economic repair (BER). The red line is set at £250 because it is the most common cover limit for the market. We believe this to be an acceptable contribution for a boiler of such an age.

Red Line 17 –Domestic power supply

The policy must cover the failure of the customer’s domestic electricity or domestic gas supply.

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