



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 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 pass this red line. This does not include any voluntary excess which is added by the customer.

Red line requirement 2 – Escape of water (plus compulsory excess) must not be higher than £350

To pass this red line, the combined cost of the escape of water excess and the compulsory excess cannot be higher than £350.

Red line requirement 3 – 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 (50%) or cover the cost of a new set, to search for a replacement to match or replace the set if a replacement cannot be found.

Red line requirement 4 – Offer £1000 or more for replacement keys and locks if lost or stolen

To pass this red line, a policy must offer more than £1000 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 5 – 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 6 – £50,000 or more for alternative accommodation for buildings insurance

Policies must provide a minimum £50,000 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 7 – 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 £2 million or more needs to be provided.

Red line requirement 8 – 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 9 – Offer 20% of sum insured or £10,000 or more to cover liability for tenants

Contents 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. This redline does not apply to the overall home insurance or the stand-alone buildings insurance.

Red line requirement 10 – Does not charge more than £25 for an amendment fee

Policies must not charge more than £25 for amendment fee.

Red line requirement 11 – Does not charge a cancellation fee Policies must not charge a cancellation fee after 14 days.

Red line requirement 12 – Have a helpline.

Policies must provide a general enquiries line to help customers with general enquiries about the policy before purchase.

Red line requirement 13 – Protection against inflation (Buildings)

Policies must provide buildings index linking or offer a high buildings sum insured to ensure customers are covered from the risk of inflation. Policies that offer a standard sum insured of £500,000 or more pass the redline. Policies that ask the customer to estimate their buildings sum insured without index linking will fail.

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