

# Trusted provider of park home insurance



Lifesure's  
exclusive park  
home policy

Designed specifically for  
park homeowners



Underwritten by  
one of the UK's  
leading insurers<sup>1</sup>



Home  
emergency  
cover<sup>2</sup>



Legal expenses,  
including site  
disputes<sup>3</sup>



Flood cover for  
many in high risk  
areas<sup>4</sup>

# Taking care of park home cover for over 30 years!

Find out what's included in our park home policy



Underwritten by AXA, one of the UK's leading insurers, you can be confident your park home is in safe hands.

Lifesure are a specialist insurance broker and we've been supporting park home communities for over 30 years. Over this time, we've continued to listen to our customers and are proud to include home emergency cover<sup>2</sup> and legal expenses<sup>3</sup> as standard for ALL park home policies.



**Park home emergency cover<sup>2</sup>** is designed to complement your park home insurance, providing benefits and services not normally available under household insurance. We know that this is an essential part of our park home policy, as **90%<sup>7</sup> of Lifesure park home customers who are covered and have called to make a claim have been able to fix their issue within the first visit.**



**Lifesure's legal expenses<sup>3</sup>** You can feel safe in the knowledge that you can obtain legal advice 24 hours a day, seven days a week, or tax advice from 09:00 to 17:00 Monday to Friday by calling the legal expenses helpline. All advice is provided by qualified and trusted consultants and is confidential and impartial.



**Partnered by an established underwriter AXA** means that Lifesure can offer flood cover to many park homes, including some that are in a **high-risk flood area** through the **Flood Re scheme<sup>4</sup>**. Park homeowners that are eligible for the Flood Re scheme will have the security and peace of mind that they are covered against flood, should they need to make a claim.

1. Building, contents, personal possessions worldwide, accidental and malicious damage underwritten by AXA Insurance UK plc. 2. Home emergency cover underwritten by Intana, a trading style of Collinson Insurance Services Limited. 3. Legal expenses and key cover underwritten by ARAG plc, a cover holder of the insurer, ARAG Allgemeine Versicherungs-AG Branch UK 4. There is a cost for covering your park home against flood through the Flood Re scheme and, if you do need to make a flood claim, there is a minimal £250 excess. Not all homes are eligible for the flood cover through the Flood Re scheme. Subject to eligibility criteria. 5. Full terms and conditions of the Refer a Friend scheme can be found on our website [www.lifesure.co.uk/referral-scheme-terms-and-conditions](http://www.lifesure.co.uk/referral-scheme-terms-and-conditions). 6. No excess applies to claims other than escape of water or oil (£75 excess applies) and claims for subsidence, heave or landslip (£500 excess applies) 7. \* Soter Professional Services data 2020  
Lifesure Group Limited is authorised and regulated by the Financial Conduct Authority under register number 305038. Registered office is 3 Fenice Court, Phoenix Park, Eaton Socon, St Neots, Cambs, PE19 8EW. Terms and conditions, limitations, exclusions and acceptance criteria apply

## What does our policy cover?

- Up to £500,000 cover for your park home<sup>1</sup>
- Up to £15,000 cover for unspecified valuables in your home
- 24-hour home emergency cover, providing qualified contractors for emergency repairs (up to £500 per claim)<sup>2</sup>
- Legal expenses, including park owner disputes, covered as standard<sup>3</sup>
- Accidental and malicious damage cover
- Flood cover available, subject to eligibility criteria, even in known flood risk areas<sup>4</sup>
- Personal claims handling – the same handler from start to finish

### Refer a Friend reward scheme<sup>5</sup>

A great way to thank our park home customers for recommending us to their friends and neighbours with a £25 voucher reward

### Are you a NAPHR or IPHAS member?

You can benefit from no excess to pay on most claims<sup>6</sup>

## Ready to get cover? We're here to help

If you need a quote or help with a renewal, please call us on 01480 402 460 or email [info@lifesure.co.uk](mailto:info@lifesure.co.uk)

To find out more visit [lifesure.co.uk](http://lifesure.co.uk)



**We are  
committed  
to customer  
care**

**Supporting our customers is all part of our service, which is why we have a dedicated Customer Care Champion.**

- They can lend a helping hand and offer you support
- Be there to help guide you through the claims process
- Listen to your feedback and give assistance when needed
- Be your voice within Lifesure and act on any responses

**To contact our Customer Care Champion email  
[customerchampion@lifesure.co.uk](mailto:customerchampion@lifesure.co.uk)**

At Lifesure, we are passionate about providing fantastic customer service.



**"Top quote, great service"**

Pleasant and competent agent. Satisfied with the quote and no increase from previous year!



**"Very professional company"**

So easy to deal with and quick to respond!



**"Great company"**

Really easy to do business with, very friendly, informative and professional people. Would certainly recommend!



**"Efficient and exceptional service"**

Five stars, as you answer your phones quickly and you haven't increased your price for a number of years!



But, don't take our word for it; take a look at what our customers have to say about our park home insurance!

Visit [lifesure.co.uk/reviews](https://lifesure.co.uk/reviews)