

COVER FOR WHAT OUR CUSTOMERS REALLY NEED

The following information is based on
Paymentshield claims data for 2020

ACCIDENTAL DAMAGE

WHOOPS!

39%
of claims paid out
are for accidental
damage

TOP CLAIM

£526
average cost
of accidental
damage claims

WE COULD PAY AS LONG AS THE
DAMAGE WAS CAUSED ACCIDENTALLY
BY YOU OR YOUR FAMILY.*

However we wouldn't cover any damage
caused by mischievous pets.

ONLY **5%¹**

of UK homeowners told us they were worried
about accidental damage but this is the
most common event paid out for.

DID YOU KNOW?

STORM DAMAGE

WE COULD PAY OUT FOR STORM
DAMAGE.

But this doesn't cover any damage to
fences, hedges or gates.

20%
of claims paid
out are for
storm damage

2ND TOP CLAIM

£846

average cost of
storm damage
claims

ESCAPE OF WATER

18%
of claims paid out
are for escape of
water

3RD TOP CLAIM

£3,042

average cost of
escape of water
claims including
Trace & Access

THIS INCLUDES WATER IN ANY FIXED
DOMESTIC WATER OR HEATING
INSTALLATION***

This isn't covered if your property has been left
unoccupied for more than 60 days.

TRACE & ACCESS will cover the cost of removing
and replacing any part of the buildings to find and
repair the source of an Escape of Water or oil up
to £5,000

DID YOU KNOW?

ESCAPE OF WATER is the
event we paid out the
most for (£3.8 million)

AND

WORTH NOTING: The damage caused by a leak to either
the buildings or contents will be covered separately
as part of an escape of water or oil claim.

THEFT

6%
of claims
paid out are
for theft

4TH TOP CLAIM

£2,242

average cost
of theft
claims

25%¹

of UK homeowners said
they were worried about
burglary, theft or
attempted theft when it
came to what could
happen to them or
their home.

DID YOU KNOW?

WE COULD PAY FOR THEFT OR
ATTEMPTED THEFT.

But this doesn't cover if your property has
been left unoccupied for more than 60 days.

FIRE

WE COULD PAY FOR FIRE DAMAGE.

But damage caused by scorching,
warping or melting are not covered unless
accompanied by flames.

2%
of claims paid
out are for
fire

5TH TOP CLAIM

£17,986

average cost of
fire claims

SOMETHING YOU NEED TO KNOW

All of these insurable instances could be paid out up to:

STANDARD

Up to **£50k** contents
Up to **£500k** buildings

PLUS

Up to **£75k** contents
Up to **£1m** buildings

Please check Paymentshield's full terms and conditions for any restrictions and
exclusions that could apply to your Paymentshield policy.

*All stats unless otherwise stated are based on Paymentshield policy claims during 2020. These shouldn't be used as an indicator of
any future claims performance.

**This includes both the level of accidental damage cover that comes as standard and as an optional extra, when selected.

*** For example washing machines or dishwashers.

¹From YouGov Plc. Total sample size was 1050 adults. Fieldwork was undertaken between 10th - 11th March 2020. The survey was
carried out online. The figures have been weighted and are representative of all GB adults (aged 18+).

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