



**You have been sent this leaflet because the flood cover within your home insurance is now being dealt with in a different way and your insurer is using a scheme called Flood Re.**

You do not have to do anything as a result of this change but, this leaflet explains more about the Flood Re scheme. It will also help you find information and advice about protecting your home and belongings from the effects of flooding.

## What is Flood Re?

Here in the UK, our standard buildings and contents insurance policies usually cover us against damage from flooding, along with other problems like fire or theft. In recent years, we have had several very serious floods, and this has meant the cost of flood insurance rates has been increasing. Many people who live in places that have flooded, or are very likely to flood in the future, are already struggling to find more affordable home insurance – **your household may have experienced this problem already.**

Insurance companies and the Government have been working together to develop a different way of dealing with flood insurance. They have decided on a scheme that will:

- Enable flood cover to be more affordable for the households at highest risk of flooding
- Increase the availability and the choice of insurers for customers
- Allow time for the Government, local authorities, insurers and communities to become better prepared for flooding.

This scheme will be in operation for the next 25 years, which may sound like a long time, but there is a lot that has to be done during this period. There is more about this later in this leaflet.

### How does Flood Re work and what does it mean for you?

Flood Re makes no difference to the way you buy your home insurance. Any claims you need to make will continue to be handled by the insurance company you've chosen. As a result of the

creation of the Flood Re scheme, you should have greater choice of insurance policies and they should be more competitively priced.

You won't have to pay anything directly to Flood Re, because your insurance company will be dealing with that for you. All insurance companies contribute to the costs of the scheme, as they pay a special 'levy' to Flood Re.

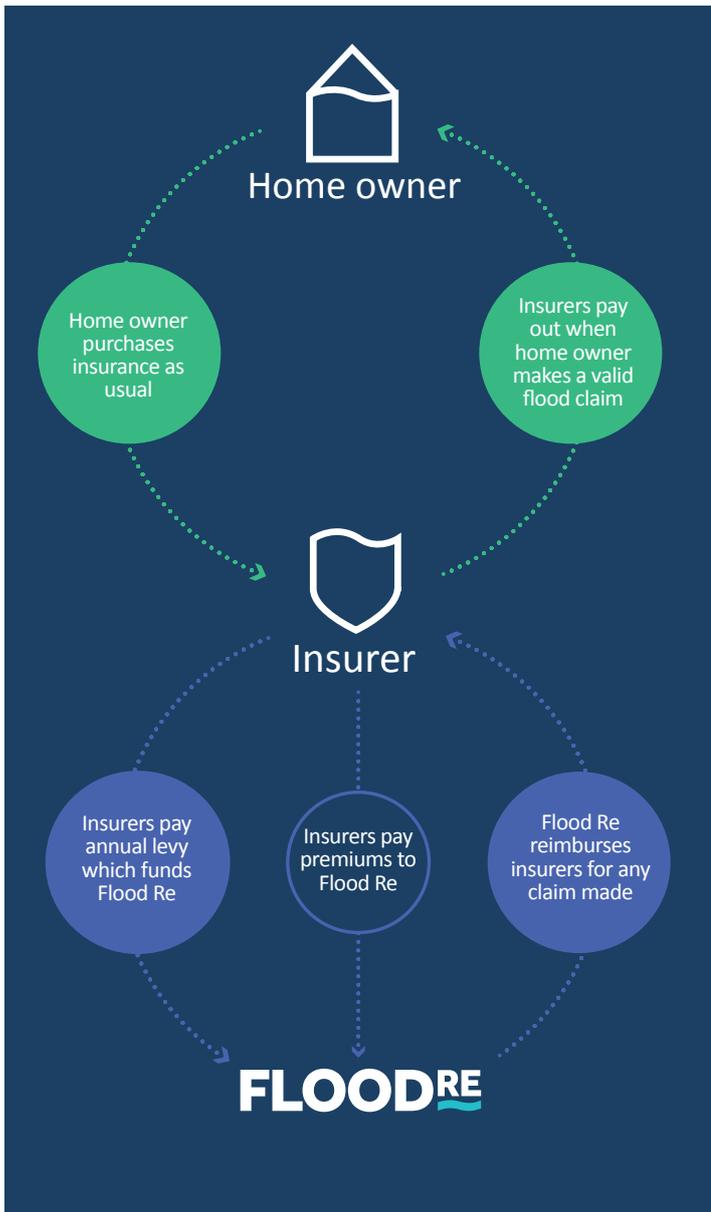
Your insurance company will continue to be responsible for setting the premiums they charge to you, after taking into account all the things they already look at (like the risks of fire, theft, or subsidence).

### Why will Flood Re only be in place for 25 years?

Flood Re has another important role to play, as well as helping to enable home insurance to be more widely available and affordable in areas at risk of flooding. Part of the Flood Re scheme means offering help to people to increase their understanding of their level of flood risk and explaining how, where possible, they can take action to reduce that risk. There is more information about this on Flood Re's own website: [www.floodre.co.uk](http://www.floodre.co.uk)

By the end of the 25 years of Flood Re, we should be able to return to a system for home insurance prices that will be based more accurately on the kind of flood risks each household actually faces. This will work rather like motor insurance does today, where those who run the highest risks of needing to claim on their policies will usually pay more than those who are only at low risk.

While Flood Re is in force, there will be a review at least every five years, to check how much progress has been made on managing this return to pricing flood cover according to risk. These reviews could mean looking again at the premiums charged for each policy, as well as the 'levy' charged by Flood Re to UK home insurers.



## General advice on flood risk, and how you can protect your property

You can find out about the level of flood risk in your area and how to take precautions to help minimise the impact of flooding on your property here:

[www.gov.uk/prepare-for-a-flood](http://www.gov.uk/prepare-for-a-flood)

Information on any flood warnings that have been issued can be found on the following sites.

### England

[www.gov.uk/check-if-youre-at-risk-of-flooding](http://www.gov.uk/check-if-youre-at-risk-of-flooding)

### Wales (available in English and Welsh)

[www.naturalresources.wales/flooding/alerts-and-warnings](http://www.naturalresources.wales/flooding/alerts-and-warnings)

### Scotland

[www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk)

### Northern Ireland

[www.nidirect.gov.uk/flooding-in-your-area](http://www.nidirect.gov.uk/flooding-in-your-area)

For information about the kind of things you can do to reduce the damage a flood might do to your home and belongings (for example, you can get flood doors, airbrick covers and have electrical sockets moved higher up on the wall) or to explain how to commission a property-level flood risk survey, the following sites will be of help:

### Property-level flood risk surveys (Association of British Insurers)

[www.abi.org.uk/insurance-and-savings/topics-and-issues/flooding/assessing-your-flood-risk](http://www.abi.org.uk/insurance-and-savings/topics-and-issues/flooding/assessing-your-flood-risk)

### The Chartered Institution of Water and Environmental Management (CIWEM)

Maintains a professionals directory, including a list of flood risk consultants

[www.ciwem.org](http://www.ciwem.org)

### The Royal Institution of Chartered Surveyors (RICS)

Publishes a guide to flooding for property owners, and also maintains a list of chartered surveyors

[www.rics.org/uk](http://www.rics.org/uk)

## Information and advice on finding the right kind of flood protection for your home is available from the following sites:

**The National Flood Forum:** [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

**The Scottish Flood Forum:** [www.scottishfloodforum.org](http://www.scottishfloodforum.org)

**The Blue Pages:** [www.bluepages.org.uk](http://www.bluepages.org.uk)

**Flood Protection Group (Part of The Property Care Association):** [www.property-care.org/homeowners/flood-protection](http://www.property-care.org/homeowners/flood-protection)

