PRESTIGE
UNDERWRITING

CUSTOMER GUIDANCE

UNDERSTANDING FLOOD RE
AND THE BUILD BACK BETTER SCHEME

What is Flood Re?

Flood Re is a government-backed reinsurance scheme designed to help homeowners at high risk of flooding obtain affordable home insurance.

The scheme was established under the Water Act 2014 and is expected to operate until 2039.

Before Flood Re was introduced, many homeowners living in areas at greater risk of flooding found it difficult to obtain affordable flood insurance, or in some cases were unable to secure cover at all. Flood Re helps address this by enabling insurers to continue offering affordable cover to eligible customers whose properties are at risk of flooding.

What is the Build Back Better Scheme?

Our relationship with Flood Re also enables us to offer the Build Back Better scheme with many of our products.

Build Back Better is a Flood Re initiative that helps eligible customers whose homes have been affected by flooding improve their property's resilience to future flood events. Through participating insurers, customers may be able to receive up to £10,000 towards the installation of Property Flood Resilience (PFR) measures as part of the repair process, helping to reduce the impact of future flooding, support a faster recovery, and better protect their homes. Prestige offers customers the full £10,000 available under the scheme, subject to eligibility and the claims process.

Build Back Better is available following eligible flood claims and is not dependent on a policy being placed into the Flood Re scheme. Eligibility is assessed as part of the claims process and is subject to Aviva's policy terms and the scheme criteria

Examples of PFR measures include:

- Flood doors and flood barriers.
- Air brick covers.
- Non-return valves on drains.
- Sump pumps.
- Flood-resistant materials such as hard flooring.
- Surveys to identify flood risks and suitable resilience measures for the property.

The scheme aims to:

- Reduce the impact of future floods.
- Help properties recover more quickly after flooding.
- Minimise disruption and the need for temporary accommodation.
- Improve the long-term resilience of homes in flood-prone areas.

How Does Flood Re Work?

Flood Re operates behind the scenes and does not change the way you purchase your insurance or make a claim.

Step 1 - You purchase your home insurance policy in the usual way.
Step 2 - If your property is eligible we may transfer the flood risk element of your policy to Flood Re.
Step 3 - If you make a valid flood claim:

- We handle your claim and any repairs as normal.
- Flood Re reimburses us for eligible flood losses.

This helps insurers continue to provide flood cover at more affordable prices to homeowners living in higher-risk areas.

Important: Flood Re does not sell insurance directly to customers and does not handle insurance claims. You will continue to deal with your broker for all policy servicing and changes. Any claim including flood claims would be handled directly by Prestige.

Who Can Use Flood Re?

Your property may be eligible for Flood Re if all of the following apply:

- The insurance policy is in your name or held by a personal representative or trustee.

- The property is used as a residential home by you or your family, or is temporarily unoccupied.
- The property falls within Council Tax Bands A to H (or the equivalent rating band in the relevant UK nation).
- The property is a single residential dwelling, or forms part of a building containing two or three residential units.
- The property was built before 1 January 2009.
- The property is located in:
  - o England
  - o Wales
  - o Scotland
  - o Northern Ireland

Who Cannot Use Flood Re?

Flood Re is designed to support eligible residential homeowners and is not intended for commercial properties or to encourage development in areas with a known high flood risk.

As a result, the following are generally not eligible for Flood Re:

- Commercial properties.
- Properties used primarily for business purposes.
- Holiday Park Owners' properties.
- Residential properties built on or after 1 January 2009.
- Properties that do not meet the Flood Re eligibility criteria.

Can Flood Re Help Tenants and Leaseholders?

Yes.

Tenants and leaseholders will usually only require contents insurance, as the building itself is typically insured by the landlord or freeholder. In Scotland, the arrangements for building insurance can differ, depending on the ownership structure and title conditions.

Flood Re may be available to eligible tenants and leaseholders seeking contents insurance, even where the building itself would not qualify for Flood Re, provided all other eligibility requirements are met.

Important Information

- Eligibility for Flood Re does not guarantee that a property will be placed into the scheme.
- The decision to use Flood Re is made by your insurer.
- Your policy terms, conditions, exclusions and excesses will continue to apply.
- Flood Re only covers flood risk and does not replace your home insurance policy.

For more information about Flood Re, please visit **www.floodre.co.uk.**