Home Insurance Policy

Insurance Product Information Document

Mapfre Malta p.l.c. | Middle Sea House | Floriana FRN 1442 | Malta

Mapfre Malta p.l.c. (C 5553) is authorised by the Malta Financial Services Authority (MFSA) to carry on both long term and general business under the Insurance Business Act, Cap. 403 of the Laws of Malta. Mapfre Malta p.l.c. is regulated by the MFSA.

This is a summary of the insurance policy. It is not personalised to your individual needs. Complete pre contractual and contractual information can be found through https://www.mapfre.com.mt/individuals/home-insurance/documents/ as well as your policy documentation.

What is this type of insurance?

This insurance policy provides cover against accidental loss and/or damage to the buildings and contents of your private residence including personal belongings like valuables and money. Your legal liability as an owner or occupier is also covered.

What is insured?

The Buildings of a private residence are insured on the rebuilding cost and should not include the price paid for the land or airspace. The Buildings will automatically include the actual structure, any immovable fixtures, fittings and interior decorations as well as any external structures forming part of the same residence such as swimming pools, patios, boundary and garden walls. Any fitted furniture inclusive of fitted appliances will also be insured as part of the buildings as well as your proportionate share of the common areas of an apartment block.

The following are covered if the Buildings of the private residence are insured:

- ✓ Accidental loss and/or damage to the Buildings
- ✓ Professional fees and debris removal
- ✓ Temporary alternative accommodation following an insured loss
- ✓ Mechanical and electrical breakdown to air-condtioning and energy saving equipment
- ✓ Trace and access costs
- ✓ Sale of your home
- ✓ New fixtures and fittings whilst in the home for installation

If the contents of the private residence are insured, these will be covered on a new for old basis subject to the sums insured being in line with current new values. The cover applicable is as follows:

- ✓ Accidental loss or damage to the Contents
- ✓ Temporary alternative accommodation following an insured loss
- ✓ Contents not in your home
- ✓ Christmas, wedding and graduation gifts
- ✓ Newly acquired contents subject that insurers are advised of this acquisition within 30 days
- ✓ Replacement of refrigerated/frozen food due to temperature change
- ✓ Loss of money and financial loss arising from credit and debit card being stolen or accidentally lost and subsequently used by someone else
- ✓ Loss or damage to your pedal cycles and sports equipment
- ✓ Accidental loss and/or damage to prams, pushchairs and wheelchairs;
- ✓ The cost of replenishing fire extinguishing appliances and accidental loss and/or damage to such;

The following cover is applicable whether your Buildings, Contents or both sections are insured under your policy:

- ✓ Damage by emergency services.
- ✓ Accidental loss or damage to keys.
- ✓ Loss of metered water and oil.
- ✓ Legal expense in respect of disputes relating to purchase, service or repair of goods, contracts of purchase of service for home improvements, your ownership or occupation of your main home and your employment which is capable of being heard before an industrial tribunal
- ✓ Fatal accident of any member of your family occurring within 60 days following an injury caused by an accident in your home.
- ✓ loss of earnings and expenses you cannot get back as a result of serving as a juror for a period in excess of 14 days.

Standard Covers

- ✓ Your legal liability to others generally with a limit of €1,000,000.
- ✓ 24/7 home assistance and emergency services for 365 days a year to assist you in the event of an emergency at your home. Cover is provided for a maximum 2 hours of labour or the amount of €200 for each incident and a maximum of 3 interventions per year, unless otherwise stated. These services cover the following events:

- sudden or unexpected breakdown or damage to tap water piping, leaks from sanitary fixtures and fittings and fixed water installations inside your home.
- complete failure of the electrical supply within your home as a result of a fault or damage to the fixed internal electrical installation.
- your home being made insecure or if entry is impeded due to loss or theft of keys or damage to locks as a result of theft or any other accidental cause or in the event that a member of your household may have locked himself/herself in a room.
- breakage of glazing to external windows or doors which render your home insecure.
- in the case that access to your home cannot be restored immediately, an appointment for a security guard will be scheduled at the first available convenience. Cover for this extension is limited to a maximum of 10 hours labour for each incident and a maximum of 1 intervention per year;
- in the case that you are rendered and certified immobile by a medical advisor, an appointment for a janitor service will be scheduled at the first available convenience. Cover for this extension is limited to a maximum of 4 hours labour for each day which will constitute 1 incident;
- in the case your home or part thereof is infested with pathogenic pest, an appointment for a pest controller visit will be scheduled at the first available convenience. Cover for this extension is limited to a maximum of € 200 for each incident and a maximum of 1 intervention per year;
- in the case you suffer a covered fire or theft loss at your home and require psychological rehabilitation , an appointment will be scheduled at the first available convenience. Cover for this extension is limited to a maximum of € 200 for each incident and a maximum of 1 intervention per year.

Optional cover if cover for Buildings and/or Contents is taken up

- ✓ Accidental loss or damage to your personal belongings and valuables for specified items anywhere in Europe and unspecified items whilst in Malta.

Cover for specified items can also be extended to worldwide at an additional premium.

What is not insured?

- ✕ The policy excess;
- ✕ Loss or damage caused by:
  - Any gradually operating cause, deterioration or wear and tear, depreciation, loss of value, the lack of or faulty maintenance, the action of light or gradual ingress of water.
  - faulty or defective or poor design or workmanship, movement or settlement or shrinkage, defect in construction or installation, latent defects, the use of faulty or defective materials.
  - rust, corrosion, wet or dry rot, mould, vermin, insects, fungus, atmospheric or climatic conditions, mildew or rising damp.
  - process of cleaning, washing, repair, alteration or restoration.

  however we will pay for any subsequent damage which in itself results from a cause not otherwise excluded;
- ✕ Any loss or damage to fences, gates, paths, drives, rubble walls, hedges, trees, shrubs, plants and lawns caused by strom, flood, falling trees or branches;
- ✕ Loss or damage caused by mechanical, electrical or electronic breakdown or failure;
- ✕ Loss by fraud and deception;
- ✕ Costs and expenses in preparing any claim you make under this policy;
- ✕ Costs and expenses in connection with maintenance services or for losses or damages covered under a warranty or contract;
- ✕ Confiscation by any Authority;
- ✕ Pandemic, Epidemic and Coronavirus Diseases;
- ✕ Loss or damage caused by chewing, scratching, tearing, denting, vomiting or fouling by pets owned by you or under your control;
- ✕ Loss or damage to business goods, stocks or equipment, business money and business or professional use of musical instruments, photographic equipment and sporting equipment and accessories;
- ✕ Loss or damage to money or credit and debit cards (other than that as provided for in this Policy);
- ✕ Loss or damage caused to transmission or distribution lines;
- ✕ Losses that occur before commencement of cover
- ✕ Loss or damage caused by seepage, pollution or contamination;
- ✕ Fines, penalties, punitive and exemplary damages;
- ✕ Losses or damages arising from acts of war and terrorism;
- ✕ Accidental loss and/or damage caused by demolition of or structural alteration or structural repair to your home;
- ✕ Accidental loss and/or damage caused by cracks to your buildings which do not impair the stability and/or soundness of your home arising from structural works and/or road works in the vicinity of your home;
- ✕ Accidental loss and/or damage to pools and/or water reservoirs arising from structural works and/or road works in the vicinity of your home;
- ✕ Riot or civil commotion;
- ✕ Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds;
- ✕ Radioactive contamination;
- ✕ Hazardous materials;
- ✕ Any claim or pay any benefit under this policy to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Us to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America, or any of its states;
- ✕ Consequential loss;
- ✕ Asbestos in whatever form or quantity;
- ✕ Transmissible spongiform encephalopathies (TSE);
- ✕ Genetically modified organisms;
- ✕ Cyber Losses;

Are there any restrictions on cover?

- ! Sums insured must be in line with the current values. Should the sums insured be lower than the current values underinsurance shall apply in the event of a claim.
- ! No cover is operative whilst the property is under construction
- ! Cover is restricted for your home when it is unfurnished or unoccupied for more than 90 consecutive days
- ! Cover is not applicable if the home is used for business purposes unless agreed with us in writing
- ! Costs for matching sets will not be payable when damage is restricted to only a part of the set
- ! A rateable proportion of a claim is made by us should there be another insurance policy in force

Where am I covered?

- ✓ Your property must be situated in the Maltese Islands
- ✓ Liability cover applies in accordance with Maltese jurisdiction
- ✓ The Mapfre Malta p.l.c policy is a Maltese contract and is governed by Maltese Law

What are my obligations?

- The completion of a Home Insurance Proposal Form stating all facts truthfully for which you will sign. It is very important that you read the completed proposal form before signing it especially if someone is completing it for you. We advise you to ask for a copy of the signed proposal form for your records as well as the full policy document;
- Any changes in any of the declared facts, including any changes in your criminal record as well as any changes in the property insured are to be communicated to us as the contract could become void and claims can be refused if we are not notified of any changes;
- You must ensure that the sums insured are in line with the current values and need to be looked at ever so often;
- To provide completed claim forms including any reports and quantification of claims amounts are to be submitted in the event of any claim.

When and how do I pay?

- Payment is made before cover commences on a new policy and renewal premia are paid annually.
- We accept payment in cash, by cheque, bank transfer, standing orders and credit or debit cards. In the event of dishonoured cheques we have the right to cancel cover.
- If your policy is purchased through an authorised intermediary, the payment for the policy should be made to them.

When does the cover start and end?

- The contract will commence from the start date shown on the policy schedule.
- It will also end on the expiry date or 'to' date shown on the policy schedule unless cover is cancelled before.
- If cover is cancelled, an endorsement will be sent to you showing the date of cancellation and refund of premium (if applicable)

How do I cancel the contract?

- You may cancel the contract (cover) at any time and a return premium will be given to you unless a claim has been made during the current period of insurance.
- We may cancel this policy by sending you a registered letter giving you 7 days notice to your last known address and will refund the appropriate proportion of your premium worked out on a pro-rata bases from the date of our letter. We may also cancel the policy immediately at our discretion and without notice if you do not pay the premium. You will not get a refund for any part payments already made.
- No return premium will however be given in either of the above situations if there have been any claims during the last period of cover.
- We may also cancel the policy immediately at our discretion and without notice if you do not pay the premium. You will not get a refund for any part payments already made.