Consumer Guide
Home Insurance

PIAM

What is Home Insurance?

Home Insurance covers your home building and/or household contents used solely for residential purposes. It protects you against loss or damage from fire, lightning, explosions, flood, burst pipes, aircraft damage, impact by vehicles, windstorm, earthquake, volcanic eruption and other insured perils specified in your policy.

What are the types of Home Insurance available?

There are **two main types** of Home Insurance:

Houseowner

A standard **Houseowner** insurance policy **covers your residential building**, such as your house, flat or apartment, including fixtures, fittings, garages, walls, gates, and fences.

Householder

A standard **Householder** insurance policy **covers your household contents and personal belongings** belonging to you, your family or tenants occupying your rented property.

What is covered under Houseowner & Householder?

Coverage	Houseowner	Householder
	Building	Contents
Fire, lightning, thunderbolt, subterranean fire	✔	✔
Domestic explosion	✔	✔
Aircraft damage	✔	✔
Impact by road vehicles or animals	✔	✔
Bursting or overflowing of domestic water tanks, apparatus or pipes*	✔	✔
Theft, but only when accompanied by actual forcible and violent breaking into or out of a building	✔	✔
Robbery and hold up in the premises	✔	✔
Hurricane, cyclone, typhoon or windstorm**	✔	✔
Earthquake or volcanic eruption**	✔	✔
Flood but excluding loss or damage caused by subsidence or landslip**	✔	✔
Loss of rent — Limit: 10% of Total Sum Insured	✔	✔
Liability to the public — Limit: RM50,000	✔	✔
Contents temporarily removed — Limit: 15% of Total Sum Insured on contents (does not cover contents removed for sale, exhibition or furniture depositories)	✔	✔
Damage to mirrors — Limit: RM500 per piece, any one incident	✘	✔
Compensation for death of the Insured — Limit: RM10,000 or one half of the Total Sum Insured on contents, whichever is lower	✘	✔
Domestic staff's property	✘	✘

*An excess applies to the perils marked **. Refer to your Policy Schedule for the applicable amount.*

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Did You Know?

Declare separately *in the policy any single item worth* ***more than 5% of the Total Sum Insured*** *on your household contents (except furniture, pianos, organs, household appliances, radios, television sets, video recorder sets and Hi-Fi equipment).*

Platinum, gold and silver articles, jewellery and furs must ***not exceed one third of the Total Sum Insured*** *on your household contents in total value.*

What are the popular additional coverage options?

Depending on your needs and what your insurer offers, you may add these options to your Home Insurance policy:

Building Protection

- ✓ Landlord's household goods and furnishings in blocks of flats
- ✓ Plate glass damage
- ✓ Hurricane, cyclone, typhoon or windstorm damage to outdoor fixtures and fittings: metal smokestacks, awnings, blinds, signs, gates and fences
- ✓ Alterations, repairs and additions
- ✓ Riot, strike and malicious damage
- ✓ Subsidence and landslip

Contents Protection

- ✓ Home left unoccupied for more than 90 days
- ✓ Full theft cover, including theft by domestic staff
- ✓ Riot, strike and malicious damage
- ✓ Subsidence and landslip

Liability & Rent Protection

- ✓ Additional rent insurance (increased limit of indemnity)
- ✓ Increased limit for public liability cover

What are the common exclusions under Home Insurance?

Home Insurance protects you against many unexpected events, but a standard policy **does not cover** the following:

- Damage during war or military conflict
- Radioactive and nuclear energy risks
- Terrorism-related losses
- Loss or damage by burst pipes while the home is untenanted
- Loss or damage due to subsidence, landslip, riot, strike and malicious damage
  Available as optional add-on cover
- Consequential or financial loss, except rent insurance

Note: *Always read the "General Exclusions" section of your policy. It will spell out any events or situations that are not covered.*

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What other key terms should you be aware of?

1

Duty of Disclosure

When you apply for, renew or change your Home Insurance policy, you have a duty to take reasonable care not to make a misrepresentation.

You should:

- ✓ **Answer accurately:** Give true, complete and accurate answers to your insurer's questions.
- ✓ **Declare changes:** Tell your insurer of any change to your property or circumstances.

2

Insured Value/Sum Insured

Your sum insured is the maximum your insurer will pay if your home suffers a total loss, so it should reflect the full cost of rebuilding your home and replacing its contents.

You should:

- ✓ **Insure adequately:** Account for any renovations, extensions or improvements to the property. If your home is underinsured, claim payments may be reduced proportionately.
- ✓ **Review it regularly:** Tell your insurer if you wish to revise your sum insured. Any revision is subject to your insurer's approval.

Renovated lately? Your home may be underinsured.

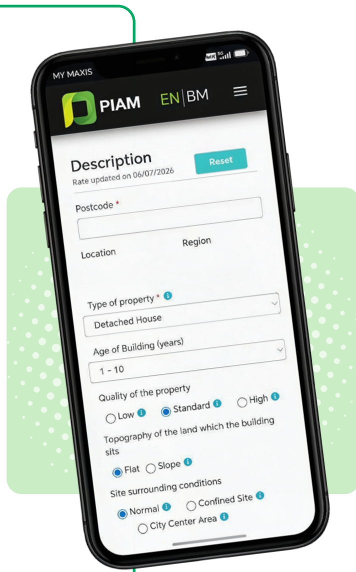
The PIAM Building Cost Calculator (BCC) helps you get an indicative calculation of your home's current rebuilding cost, so you can review whether your Houseowners sum insured is adequate. Check it before every renewal.

ⓘ BCC does not determine your final quotation, premium or sum insured.

Check Your Rebuilding Cost

Use the PIAM BCC before your next renewal.

Calculate Now | PIAM BCC



3

Excess

An excess is the amount you pay towards a claim before your insurer pays the rest. It applies only to certain claims, as specified in your policy.

Example: Burst pipe

Repair cost:	***RM2,000***
Your excess:	***RM50***
Your insurer pays:	***RM1,950***

Subject to your policy terms and conditions.

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How do you make a claim?

Filing a Home Insurance claim is straightforward. Here's a simple guide:

01 Notify your insurer immediately, giving the nature and extent of the loss or damage

02 If your house has a break-in , lodge a police report immediately

03 Photograph the damage and/or the point of entry

04 Submit your claim and all supporting documents to your insurer within 30 days of the incident

05 Cooperate with the loss adjuster appointed by your insurer

Did You Know?

Someone is making a liability claim against you? Don't agree to a settlement on your insurer's behalf.
Contact your insurer first.

What documents are required for your claim?

1. Completed claim form
2. Written statement describing the items lost or damaged
3. Estimate of repairs for damaged building
4. Purchase invoices, receipts or valuation reports for the stolen or damaged items
5. Photographs of the damaged items or the premises (if no adjuster is appointed)
6. Final repair or replacement bill(s)
7. Any other information or documents your insurer or the adjuster may require

Can you cancel your policy?

Yes. You may cancel at any time by giving written notice. If you cancel, your refund is based on short period rates. If your insurer cancels, you receive a pro-rata refund for the unused period, provided you have not made a claim and subject to your policy terms.

Note: *Landlord and other specialised covers may be available for rental properties. Contact your insurer or agent to find the cover that best suits your needs.*