



Premium Protection
for Premier Assets

AIG PREMIER CLIENT SOLUTIONS



Policy Provisions

SPECIMEN

THE CONTRACT TOGETHER WITH THE POLICY SCHEDULE(S) AND ENDORSEMENTS, IF ANY, COMPLETE THE POLICY. THIS POLICY INCLUDES ALL OF THE AGREEMENTS BETWEEN YOU AND US CONCERNING THIS INSURANCE.

THIS POLICY IS NOT COMPLETE WITHOUT A POLICY SCHEDULE

Copyright in this Policy is reserved. No part of this Policy may be reproduced in whole or part without the express consent of AIG Asia Pacific Insurance Pte. Ltd.

A. OUR CONTRACT



This **policy** forms a legally contract between **you** and **us**. **We** will insure **you** and pay the benefits under this **policy** in return for you paying the premiums.

We insure **you** based on the information that **you** gave in the application form and any other information **you** have given **us**.

You must make sure that all the information **you** have given **us** are accurate and that **you** give **us** all important facts which **you** know or ought to for this insurance. If **you** do not, this **policy** may be void and **you** may not receive any benefits under this **policy**.



B. YOUR POLICY COVERAGE

BUILDING OR ADDITIONS AND ALTERATIONS

Basis of Cover

Payment of a Loss

How Your Deductible Applies

Complimentary Coverage – Building or Additions and Alterations

Specific Exclusion – Building or Additions and Alterations

CONTENTS

Basis of Cover

Payment of a Loss

How Your Deductible Applies

Complimentary Coverage – Contents

Specific Exclusion – Contents

VALUABLE ARTICLES

Basis of Cover

Payment of a Loss

- Scheduled Valuable Articles

- Unscheduled Valuable Articles

How Your Deductible Applies

Complimentary Coverage – Valuable Articles

Specific Exclusion – Valuable Articles

PERSONAL LIABILITY

Basis of Cover

Payment of a Loss

Defence Cost

Complimentary Coverage – Personal Liability

Specific Exclusion – Personal Liability



BUILDING OR ADDITIONS AND ALTERATIONS

BASIS OF COVER

This section of **your policy** covers **your building** or **additions and alterations** against any **loss** or **property damage** unless stated otherwise in the **policy** or any exclusion applies.

PAYMENT OF A LOSS

We will pay the **reconstruction cost** of **your building** or **additions and alterations**, up to the sum insured shown for that **residence** in **your** policy schedule, for each **occurrence**.

To help **you** and **us** agree on the appropriate sum insured, **we** may, but are not obliged to, conduct appraisals to **your residences**. If appraisal is conducted, **we** may change the limit of coverage shown on the **policy schedule** to reflect the current cost and values. Any additional premium due will be borne by **you**.

For a covered total loss, **we** will pay the **reconstruction cost** up to the sum insured shown for that **residence** in **your** policy schedule, for each **occurrence**, whether or not **you** actually rebuild **your building** or **additions and alterations**.

If at any time during the **policy period**, and provided **we** have given **you our** prior written consent to do so:

- I. **you** are newly constructing **your building**; or
- II. **you** are undertaking alterations, additions or renovations to **your building** or **additions and alterations** that results in **you** not living in the **residences** during any part of the building works; or
- III. **you** are undertaking alterations, additions or renovations to **your building** or **additions and alterations** that cost more than 5% of the **building** or **additions and alterations** sum insured for that **residence**,

if **you** suffer a covered loss, **we** will pay **you** the **reconstruction cost** to restore the **building** or the **additions and alterations** up to and not exceeding the completion of the stage the project was in just prior to the covered **loss**.

HOW YOUR DEDUCTIBLE APPLIES

In the event of a covered **loss**, **you** will pay the **deductible** shown in **your policy schedule** for each such **occurrence**. Notwithstanding this, please note the following:

I. Vacant residence deductible

If **your residence** is **vacant** at the time of a covered loss, a **deductible** of 5% of the sum insured for **your building** or **additions and alterations** will apply unless a higher **deductible** already applies as shown in **your policy schedule**.

II. Large loss deductible waiver

The **deductible** shown in **your policy schedule** will not apply in the event of a covered **loss** greater than \$50,000. For the avoidance of doubt, please note that the **vacant residence deductible** will still apply even if **we** apply the large loss **deductible** waiver.

COMPLIMENTARY COVERAGE - BUILDING OR ADDITIONS AND ALTERATIONS

The complimentary coverages listed below are offered in addition to the sum insured shown in **your policy schedule** for **your building** or **additions and alteration** unless stated otherwise. **Your deductible**, set out in the **policy schedule**, applies to these complimentary covers unless otherwise stated:

1. ALTERNATE ACCOMMODATION

If a covered **loss** makes **your residence** uninhabitable, **we** cover any reasonable increase in living expenses incurred by **you** to maintain **your** household's usual standard of living. Payment will continue for the shortest reasonable amount of time necessary to restore **your residence** to a habitable condition or for **your** household to permanently locate elsewhere provided **your policy** remains in force from the time of loss to the time when **we** pay **your** claim. This includes accommodation for **your** household pets that lives with **you** in the **residences** at time of **loss**.

However, if **you** are newly constructing **your building** or **additions and alterations** or renovations to **your residence**, **we** will only cover the increase in the living expenses incurred by **you** for a reasonable amount of time required to restore **your residence** to the condition it was in prior to the covered **loss**.

We will not pay any interest for loans or increased policy premiums associated with the rebuilding of **your residence**.

This cover will not apply if prior to the **loss**, **you** are not living in the **residence**, or have moved out because of construction or renovations.

2. CONSTRUCTION MATERIAL

In the event of a covered **loss**, **we** will pay up to 10% of the **building** or **additions and alterations** sum insured for the materials and supplies owned by **you** and located at a **residence** listed on the **policy schedule** for use in the repair, alteration, or construction of **your residence** unless stated otherwise or exclusion applies. This coverage is not in addition to the sum insured for **building** or **additions and alterations** shown on **your policy schedule**.

3. COLLAPSE

We cover direct physical **loss** to **residence** involving collapse of a **building**, or any part of a **building**, if the collapse was caused directly by one or more of the following:

- i. Decay that is hidden from view, unless the presence of such decay is known to an **insured person** prior to collapse;
- ii. Insect or vermin damage that is hidden from view, unless the presence of such damage is known to an **insured person** prior to collapse;
- iii. Weight of contents, equipment, or people;
- iv. Weight of rain that collects on a roof;
- v. Use of defective material or methods in construction, remodeling, or renovation if the collapse occurs during the course of the construction, remodeling, or renovation; or
- vi. Any other cause of loss not otherwise excluded.

Loss of an awning, fence, patio, deck, pavement, swimming pool, underground pipe, flue, drain, cesspool, septic tank, foundation, retaining wall, bulkhead, pier, wharf, or dock is not included under items (i) through (vi) above, unless the loss is a direct result of the collapse of a **building** or any part of a **building**.

4. DEBRIS REMOVAL

We will pay up to 5% of the **building** sum insured shown on the **policy schedule** for the cost and expenses **you** incurred to demolish damaged **building(s)** and remove the debris following a covered **loss** at **your residence**.

5. DISABILITY MODIFICATION COST

We will pay up to \$50,000 in total for alterations to **your residence** to allow **you** or a **family member** to live unassisted following an **accident**, injury or illness, resulting in the total permanent loss of use of a limb, eyesight or hearing, which occurs during the **policy period**. These payments do not increase the amount of **your** cover as set out in **your Policy schedule**, and will only apply in excess of any other insurance cover in force.

6. EMERGENCY CLOTHING AND ESSENTIAL PURCHASE

We will pay up to \$1,000 for purchase of essential clothing or toiletry items **you** or a **family member** need to purchase as a result of a covered forced evacuation **loss** where **you** are denied access to **your residence(s)**.

7. EMERGENCY ACCESS TO RESIDENCES

We will pay up to \$2,500 for any loss or damage as a direct result of forced entry to the **residence** to attend to a medical emergency.

8. EMERGENCY PREVENTIVE MEASURES

We will pay up to \$2,500 for the cost **you** incurred by taking temporary measure which are reasonable and necessary to mitigate a potential loss or damage caused by storm, flood or fire.

9. FORCED EVACUATION

If **you** are denied access to **your residence** by the police or any public authority as a direct result of a **loss** or a reasonable threat of a loss that would be covered by this **policy**, **we** will reimburse **you** for the reasonable increase in **your** living expenses necessary to maintain **your** household's usual standard of living for up to thirty (30) days.

If **your residence** is rented to others, **we** will only cover any loss of rent for up to thirty (30) days. **We** do not cover any loss of rent due to termination of a lease or other rental agreement.

10. FORCED EVACUATION FOR PETS

If **you** are entitled to a benefit under Forced Evacuation and have pets that are not permitted to stay with **you** under the terms and conditions of **your** temporary accommodation, **we** will pay for the reasonable costs to board **your** pets for a maximum of thirty (30) days.

11. LANDSCAPING

We will pay up to 5% of **your building** or **additions and alterations** sum insured to repair or replace lost or damaged trees, shrubs, plants or lawns at the **residence** shown in **your policy schedule**, but **we** will not pay more than \$5,000 for any one tree, shrub or plant for losses caused by:

- a) Aircraft;
- b) fire, lightning or explosion;
- c) riot or civil commotion;
- d) earthquake;
- e) a vehicle not owned or operated by anyone living in the residences or
- f) theft, attempted theft, vandalism or malicious acts.

You must repair or replace the **landscaping** within 180 days from the date of the loss.

12. LAND

In the event of a covered **loss** to **your building**, **we** will pay up to 10% of the **building** sum insured for required stabilization, excavation or replacement of land under or around **your building**. This coverage is not applicable for any **residence** listed on **your policy schedule** without **building** coverage.

13. LOSS OF RENT

If **you** are not able to rent out **your residence**, or a part of **your residence**, that **you** usually rent to others, because of a **loss** covered by this **policy**, **we** will pay the rent **you** would have received for the reasonable amount of time necessary to restore **your residence**, or that part of **your residence**, to a habitable condition. **We** do not cover any loss of rents due to termination of a lease or other rental agreement. **You** must provide written proof that the **residence** was held for rent at the time of loss, or has been continuously rented for the past twenty – four (24) months prior to the date of **loss**.

14. LOSS PREVENTION DEVICES

After a **loss** that is covered by this **policy**, **we** will pay for the reasonable expenses **you** incur, up to a maximum of \$2,000, for the installation of approved loss prevention devices to protect **your residence** against the same loss in the future regardless of the number of loss prevention devices installed.

Approved loss prevention devices include: fire alarm systems, fire suppression systems, security systems, sump pumps, automatic water shut-off devices, lightning suppression systems, lightning arrestors, back-up power systems, and hail-resistant roofing materials.

Your deductible applies to this coverage.

For this coverage to apply, **you** must make a claim within 180 days from the date of the **loss**, unless the time is extended in writing by us, and provided the **policy** insuring the **residence** is still in force from the time of **loss** to the time when **we** pay **your** claim.

15. LOCK REPLACEMENT

We will pay up to \$2,500 for the cost of replacing the locks and keys and card keys to any external door, windows, intruder alarms and safe in a **residence** listed in **your policy schedule** if the keys to that **residence** are lost or stolen. This includes any electronic locking devices to **your** car. **You** must notify **us** within 72 hours of discovering the loss or theft. **Your policy deductible** does not apply to this cover.

16. MOULD RECTIFICATION COST

We will pay up to \$50,000 for the reasonable costs of **mould rectification** for a covered loss involving water damage to **your residence**.

We will pay up to \$5,000 for loss of rent and any reasonable costs to necessarily relocate **you** whilst the **mould rectification** is being completed. Should **you** be renting out the **residence** that has a covered **loss** under this section, **we** will pay the rent **you** would have received for the reasonable amount of time necessary to restore **your residence**, or that part of **your residence**, to a habitable condition.

“**Mould rectification**” means

- (a) testing the internal structures and **contents** for **mould** (including **alterations and additions** where applicable);
- (b) testing the internal air quality for **mould** within **your residence**;
- (c) the development and implementation a **mould** rectification plan;
- (d) replacing or repairing the property damaged by **mould**; and
- (e) removing debris affected primarily by **mould**.

The sums stated above is the maximum **we** will pay for this additional coverage per **policy period**, regardless of the number of **residences** insured or the number of claims made. **We** will not make any additional payments for **mould rectification** under any other additional coverage.

17. REBUILDING FOR COMPLIANCE

We will pay the necessary costs in conforming to any building/ construction laws or regulations after a covered **loss** for the repair, replacement or demolition of **building or additions and alterations** covered under this **policy**. This cover will not apply if **you** do not repair or replace **your building or additions and alterations** at the same **residence** and provided **your policy** remains in force from the time of **loss** to the time when **we** pay **your** claim.

18. SPECIAL COVERAGE FOR ACCESS

Unless otherwise excluded or limited under this **policy**, **we** will pay up to the coverage limits shown on the **policy schedule** for the **loss** or damage to covered property caused by accidental leak or discharge of water or steam from within a plumbing, heating, air conditioning, automatic fire protective sprinkler system, or household appliance in or on the **residence**. This includes the cost to tear out and replace only that part of a **building, or additions and alterations** necessary in order to repair or replace only the part or section of the system or appliance that caused the **loss** or damage. **We** do not cover the cost to repair or replace the system or appliance from which the water or steam escaped

19. TREE REMOVAL

We will pay the reasonable costs up to a maximum of \$1,000 per **occurrence** to remove:

- a) fallen trees at **your residence**;
- b) trees that are threatening to fall and cause damage to **your residence**; or
- c) trees that are located in **your** garden and threaten to fall and cause damage to **your** neighbours' building

provided that the fallen tree or the threat of the tree falling is caused by:

- i. wind;
- ii. hail;
- iii. the weight of ice;
- iv. fire, lightning or explosion;
- v. riot or civil commotion;
- vi. earthquake; or
- vii. malicious acts.

For this coverage to apply, **you** must make a claim and begin **your** repair or replacement within 30 days from the date of **loss** unless **we** agree to extend the time in writing and provided **your policy** remains in force from the time of loss to the time when **we** pay **your** claim. **Your deductible** does not apply to this cover.

20. PRECAUTIONARY REPAIR

After a **loss** covered by this **policy**, **we** will pay the reasonable expenses **you** incur for necessary repairs to protect **your residence** against further similar **loss**. This coverage is not in addition to the sum insured for **building or additions and alterations** shown on **your policy schedule**.

21. PROPERTY REMOVAL FOR SAFEKEEPING

We will pay for reasonable expenses **you** incur for the moving and storing of **contents** from a **residence** because the **contents** are in danger as a result of a covered **loss**. **We** will cover the removed **contents** for up to ninety (90) days, unless extended by **us** in writing.

This additional coverage is not in addition to the limit of insurance that applies to the damaged **contents**.

SPECIFIC EXCLUSION – BUILDING OR ADDITIONS AND ALTERATIONS

1. CONFISCATION

We do not cover any loss caused by the destruction, confiscation, or seizure by any:

- a) government or public authority;
- b) financial institutions, including but not limited to banks.

2. DAMAGE TO OTHER PERMANENT STRUCTURES

We do not cover loss and/or damage to other permanent structures and hardscape including, but not limited to, guest houses, pool houses, sheds, swimming pools, decorative pools, driveways, fountains, underground irrigation systems, terraces, patios, retaining walls, walkways, fencing, gates, unattached decks, where **your policy** only covers **additions** and **alterations** but not **building**.

3. FAULTY, INADEQUATE OR DEFECTIVE PLANNING

We do not cover any loss or damage caused by faulty, inadequate or defective:

- a) planning, development, surveying, siting;
- b) design, specifications, workmanship, repair, construction, renovation, remodeling, grading, compaction;
- c) materials used in repair, construction, renovation or remodeling; or
- d) maintenance; of part or all of any property whether on or off the **residence**.

However, this exclusion does not apply to any ensuing covered **loss** unless any other exclusion applies

4. LAND REQUISITION

We do not cover any loss caused by the acquisition of land by the government affecting **your residence**.

5. LANDSLIDE

We do not cover any loss or damage as a result of landslide, soil erosion or mudflow. However, this exclusion does not apply to;

- a) landslide as a direct result of a flood
- b) ensuing covered loss due to fire, explosion, theft or breakage of fixed glass unless another exclusion applies

6. MOULD

We do not cover any loss or damage caused, directly or indirectly, by or resulting from, **mould** or the presence of **mould**. However, this exclusion does not apply to a covered **loss** arising under Mould Rectification Cost.

7. STRUCTURAL MOVEMENT

We do not cover any loss caused by settling, cracking, shrinking, bulging or expansion of any **building** or **additions and alterations**.

However, this exclusion does not apply to ensuing covered **loss** unless any other exclusion applies or where the settling, cracking, shrinking, bulging or expansion causes water to escape from a household appliance, swimming pool or plumbing, heating or air conditioning system.

8. TEMPERATURE AND DAMPNES

We do not cover any loss or damage caused by extremes of temperature, dampness or dryness of atmosphere, or water vapour.

This exclusion does not apply to loss or damage caused directly by rain, sleet or hail

9. WATER OR ICE DAMAGE

We do not cover loss or damage to **your** swimming pool, fences, tennis court, hot tubs, patio, pavements, foundations, septic systems, retaining walls, wharves, docks, piers, bridges or bulkheads caused by freezing, thawing, or the pressure or weight of water or ice.

However, **we** do cover **loss** or damage ensuing from a covered **loss** unless another exclusion applies.

SPECIMEN

CONTENTS

BASIS OF COVER

This section of **your policy** covers **your contents** against any **loss** or **property damage** anywhere in the world unless stated otherwise in the **policy** or any exclusion applies.

PAYMENT OF A LOSS

We will pay the **replacement cost** for each **occurrence** of **loss**, without depreciation, up to the sum insured shown for that **residence** in **your policy schedule**.

To ensure **you** are adequately covered, upon renewal of **your policy**, **we** may change the limit of coverage shown on the **policy schedule** to reflect the current cost and value of **your contents**. The premium will be adjusted accordingly.

a) Payment for a Pair, a Set or a Unit

For a covered **loss** to a pair or set, or part of a unit, **we** will pay the lesser of:

- the cost to replace the lost or damaged property;
- the cost to restore or repair the damaged property to its condition before the loss; or
- the difference between the **market value** of the damaged item before and after the loss.

However, **we** will pay **you** the full **replacement cost** of the entire pair, set or unit when **you** surrender to **us** the undamaged item(s) of the pair, set or unit.

In no event, shall payment for a pair, set, or unit exceed the sum insured for **your contents** as shown in **your policy schedule**.

b) Special Limit of Insurance

The special limit of insurance shown for each of the following categories is the maximum **we** will pay for a covered **loss** per **occurrence**. These special limit of liability do not increase the **contents** sum insured stated in **your policy schedule**.

CATEGORY	SUM INSURED
i. Money, bank notes, money orders, drafts, checks, coins, medals, gold, silver, or platinum bullion or ingots.	\$2,500
ii. Watercraft , outboard motors, equipment, and furnishings including trailers	\$5,000
iii. Negotiable papers, securities, accounts, evidences of debt, letters of credit, notes (other than bank notes), manuscripts, passports, tickets, or stamps. The limit applies regardless of whether it is in hard copy, electronic, or other format. This special limit does not apply if stored in hard copy form in a bank vault or bank safe deposit box.	\$15,000
iv. Jewellery , including watches, precious stones, or semi-precious stones, whether set or unset, that are lost, misplaced, or stolen.	\$10,000
v. Furs that are lost, misplaced, or stolen.	\$10,000
vi. Silverware or silver-plated items, goldware, or gold-plated items, platinumware or platinum plated items, pewterware, or trophies that are lost, misplaced, or stolen.	\$10,000
vii. Wine and whisky	\$15,000

HOW YOUR DEDUCTIBLE APPLIES

The **deductible** shown in **your policy schedule** is the amount of a covered **loss you** will pay for each **occurrence**. For the following specific situations, a special **deductible** may apply:

I. Vacant residence deductible

If **your residence** is **vacant** at the time of a covered **loss** a **deductible** of 5% of the **content** sum insured will apply unless a higher **deductible** already applies as shown in your **policy schedule**.

II. Large loss deductible waiver

The **deductible** shown in **your policy schedule** will not apply in the event of a loss greater than \$50,000. This waiver does not apply to the vacant residence deductible which is not waived on any covered **loss**.

COMPLIMENTARY COVERAGE – CONTENTS

These coverages are offered in addition to the sum insured shown in **your policy schedule** for **your contents** unless stated otherwise.

Your deductible applies to these covers unless stated otherwise.

1. ALTERNATE ACCOMMODATIONS

If a covered **loss** makes **your residence** uninhabitable, **we** cover any reasonable increase in living expenses incurred by **you** to maintain **your** household's usual standard of living. Payment will continue for the shortest reasonable amount of time necessary to restore **your residence** to a habitable condition or for **your** household to permanently locate elsewhere provided **your policy** remains in force from the time of **loss** to the time when **we** pay **your** claim. This includes accommodation for **your** household pets that lives with **you** at time of loss.

However, if **you** are newly constructing **your building** or **additions and alterations** or renovations to **your residence**, **we** will only cover the increase in the living expenses incurred by **you** for a reasonable amount of time required to restore **your residence** to the condition it was in prior to the covered **loss**.

We will not pay any interest for loans or increased policy premiums associated with the rebuilding of **your** home.

This cover will not apply if prior to the **loss**, **you** are not living in the **residence**, or have moved out because of construction or renovations.

2. CONSTRUCTION MATERIALS

In the event of a covered **loss**, **we** will cover up to 25% of the **content** sum insured for the materials and supplies owned by **you** and located at a **residence** listed on the **policy schedule** for use in the repair, alteration, or construction of **your residence** unless stated otherwise or exclusion applies. This coverage is not in addition to the sum insured for **content** shown on **your policy schedule**.

3. DATA REPLACEMENT

We will reimburse **you** up to \$5,000 for reasonable expenses **you** incur as a result of a covered **loss** to recover lost personal data stored on a personal computer or portable computing device that **you** own or lease.

4. DISABILITY MODIFICATION COST

We will pay up to \$50,000 in total for alterations to **your residence** to allow **you** or a **family member** to live unassisted following an accident, injury or illness, resulting in the total permanent loss of use of a limb, eyesight or hearing, which occurs during the **policy period**. These payments do not increase the amount of **your** cover as set out in **your policy schedule**, and will only apply in excess of any other insurance cover in force.

5. EMERGENCY CLOTHING AND ESSENTIAL PURCHASE

We will pay up to \$1,000 for purchase of essential clothing or toiletry items **you** or a **family member** need to purchase as a result of a covered forced evacuation **loss** where **you** are denied access to **your residence(s)**.

6. EMERGENCY ACCESS TO RESIDENCES

We will pay up to \$2,500 for any **loss** or damage as a direct result of forced entry to the **residence** to attend to a medical emergency.

7. EMERGENCY PREVENTIVE MEASURES

We will pay up to \$2,500 for the cost **you** incurred by taking temporary measure which are reasonable and necessary to mitigate a potential **loss** or damage caused by storm, flood or fire.

8. FORCED EVACUATION

If **you** are denied access to **your residence** by the police or any public authority as a direct result of a loss or a reasonable threat of a **loss** that would be covered by this **policy**, **we** will reimburse **you** for the reasonable increase in **your** living expenses necessary to maintain **your** household's usual standard of living for up to thirty (30) days.

If **your residence** is rented to others, **we** will only cover any loss of rent for up to thirty (30) days. **We** do not cover any loss of rent due to termination of a lease or other rental agreement.

9. FORCED EVACUATION FOR PETS

If **you** are entitled to a benefit under Forced Evacuation and have pets that are not permitted to stay with **you** under the terms and conditions of **your** temporary accommodation, **we** will pay for the reasonable costs to board **your** pets for a maximum of thirty (30) days.

10. FOOD SPOILAGE

We will reimburse **you** up to \$5,000 for loss of food caused by spoilage due to a temperature change in a refrigerator or freezer caused by an interruption of the power supply, or due to the mechanical breakdown of refrigeration equipment at any **residence**. This cover is not in addition to the sum insured for **contents** and is subject to a deductible of \$250 per occurrence.

11. INCIDENTAL BUSINESS PROPERTY

We will pay up to \$15,000 for a covered **loss** to **business equipment you** own or lease at a **residence** listed in **your policy schedule**.

For **business equipment** used outside of the **residence(s)** listed on **your policy schedule**, **we** will pay up to \$5,000 for a covered **loss**.

12. LANDSCAPING

We will pay up to 5% of the **content** sum insured, to repair or replace lost or damaged trees, shrubs, plants or lawns at the **residence** shown in **your policy schedule**, but **we** will not pay more than \$5,000 for any one tree, shrub or plant for losses caused by:

- a) Aircraft;
- b) fire, lightning or explosion;
- c) riot or civil commotion;
- d) earthquake;
- e) a vehicle not owned or operated by anyone living in the residences or
- f) theft, attempted theft, vandalism or malicious acts.

You must repair or replace the **landscaping** within 180 days from the date of the loss

13. LOSS OF RENT

If **you** are not able to rent out **your residence**, or a part of **your residence**, that **you** usually rent to others, because of a **loss** covered by this **policy**, **we** will pay the rent **you** would have received for the reasonable amount of time necessary to restore **your residence**, or that part of **your residence**, to a habitable condition

We do not cover any loss of rents due to termination of a lease or other rental agreement.

You must provide written proof that the **residences** was held for rent at the time of loss, or has been continuously rented for the past twenty – four (24) months prior to the date of loss.

14. LOCK REPLACEMENT

We will pay up to \$2,500 for the cost of replacing the locks and keys and card keys to any external door, windows, intruder alarms and safe in a **residence** listed in **your policy schedule** if the keys to that **residence** are lost or stolen. This includes any electronic locking devices to **your** car. **You** must notify **us** within 72 hours of discovering the loss or theft. **Your policy deductible** does not apply to this cover.

15. LOSS PREVENTION DEVICES

After a **loss** that is covered by this **policy**, **we** will pay for the reasonable expenses **you** incur, up to a maximum of \$2,000, for the installation of approved loss prevention devices to protect **your residence** against the same loss in the future regardless of the number of loss prevention devices installed.

Approved loss prevention devices include: fire alarm systems, fire suppression systems, security systems, sump pumps, automatic water shut-off devices, lightning suppression systems, lightning arrestors, back-up power systems, and hail-resistant roofing materials.

Your deductible applies to this coverage.

For this coverage to apply, **you** must make a claim within 180 days from the date of the loss, unless the time is extended in writing by **us**, and provided the **policy** insuring the **residence** is still in force from the time of loss to the time when **we** pay **your** claim

16. NEWLY ACQUIRED CONTENTS

We cover **your** newly acquired **contents** for their **actual cash value** for up to 25% of the highest **content** sum insured of any one **residence** listed in **your policy schedule** regardless of where **your residence(s)** is (are) situated. **You** must request cover for the newly acquired **contents** within 30 days after **you** acquire them and pay **us** the additional premium from the date acquired. **We** reserve the right, at **our** discretion, not to insure the newly acquired **contents** after the 30 days.

17. MOULD RECTIFICATION COST

We will pay up to \$50,000 for the reasonable costs of **mould rectification** for a covered **loss** involving water damage to **your residence**.

We will pay up to \$5,000 for loss of rent and any reasonable costs to necessarily relocate **you** whilst the **mould rectification** is being completed. Should **you** be renting out the **residence** that has a covered **loss** under this section, **we** will pay the rent **you** would have received for the reasonable amount of time necessary to restore **your residence**, or that part of **your residence**, to a habitable condition.

“**Mould rectification**” means

- a) testing the internal structures and **contents** for **mould** (including alterations and additions where applicable);
- b) testing the internal air quality for **mould** within **your residence**;
- c) the development and implementation a **mould** rectification plan;
- d) replacing or repairing the property damaged by **mould**; and
- e) removing debris affected primarily by **mould**.

The sums stated above is the maximum **we** will pay for this additional coverage per **policy period**, regardless of the number of **residences** insured or the number of claims made. **We** will not make any additional payments for **mould rectification** under any other additional coverage.

18. PRECAUTIONARY REPAIR

After a **loss** covered by this **policy**, **we** will pay the reasonable expenses **you** incur for necessary repairs to protect **your residence** against further **loss**. This coverage is not in addition to the **content** sum insured shown on **your policy schedule**.

19. PROPERTY OF DOMESTIC HELPER AND GUEST

We cover the personal property of **your** domestic employees and/or guests while they are on the premises of any **residence** listed in **your policy schedule**. **We** will not pay more than 10% of the total **contents** sum insured for any one **residence(s)** and the Special Limit of Insurance under **contents**, as set out above, will be applicable.

20. PROPERTY REMOVAL FOR SAFEKEEPING

We will pay for reasonable expenses **you** incur for the moving and storing of **contents** from a **residence** because the **contents** are in danger as a result of a covered **loss**. **We** will cover the removed property for up to ninety (90) days, unless extended by **us** in writing.

This additional coverage is not in addition to the limit of insurance that applies to the damaged property.

21. TREE REMOVAL

We will pay the reasonable costs up to a maximum of \$ 1,000 per **occurrence** to remove:

- a) fallen trees at **your residence**;
- b) trees that are threatening to fall and cause damage to **your residence**; or
- c) trees that are located in **your** garden and threaten to fall and cause damage to **your** neighbours' building

provided that the fallen tree or the threat of the tree falling is caused by:

- i. wind;
- ii. hail;
- iii. the weight of ice;
- iv. fire, lightning or explosion;
- v. riot or civil commotion;
- vi. earthquake; or
- vii. malicious acts.

For this coverage to apply, **you** must make a claim and begin **your** repair or replacement within 30 days from the date of loss unless **we** agree to extend the time in writing and provided **your policy** remains in force from the time of loss to the time when **we** pay **your** claim. **Your deductible** does not apply to this cover

22. UNLISTED RESIDENCES COVER

If **you** have a **loss** at a **residence** owned or lived in by **you** which is not covered under this **policy**, **we** will pay up to 10% of the sum insured for **contents** for one of the **residence** stated in **your policy schedule**, most favorable to **you**.

Where **your contents** are located at a newly acquired property which is not covered under this **policy**, this cover will only apply after 60 days from the date **you** start to reside in that newly acquired property ("Property Settlement Date"). During the 60

day period following the Property Settlement Date, **we** will pay for a covered **loss** in respect of **contents** which are located at the newly acquired property up to the sum insured for **contents** for one of the **residence(s)** stated in **your policy schedule**, most favorable to **you**.

SPECIFIC EXCLUSION – CONTENTS

The following exclusions apply to this section of **your policy**:

1. AIRCRAFT

We do not cover any loss or damage to **aircraft** or **aircraft** parts

2. BREAKDOWN

We do not cover any loss caused by electrical or mechanical breakdown. This exclusion does not apply to any **loss** to **wine** caused by extreme temperature, gradual deterioration or spoilage resulting from the failure of a climate control system, electrical power interruption off the **residence** or within the **residence** and/or mechanical or electrical breakdown of the refrigerator and/or wine cellar.

3. BUSINESS PROPERTY

We do not cover any loss or damage relating to property and/or items used for **business**.

4. CONTRABAND

We do not cover loss and/or damage to **contraband** or anything in **your** possession illegally. "**Contraband**" means any goods, merchandise, item(s) or article(s) whose importation, exportation, or possession is forbidden by the government or any public authority.

5. CONFISCATION

We do not cover any loss or damage to **your** contents caused by the confiscation or seizure by any:

- a) government or public authority;
- b) financial institutions, including but not limited to banks, moneylenders;
- c) person or entity providing **you** with a credit facility; or
- d) person or entity as collateral, whether lawfully or unlawfully.

6. MOTORIZED LAND VEHICLES

We do not cover any loss or damage to **motorised land vehicles** including their equipment, accessories or any electronic devices operated solely by power from the electrical system of that vehicle. This does not include **recreational motor vehicle**.

7. MUSICAL INSTRUMENTS

We do not cover loss or damage to **musical instruments** caused by mechanical breakdown or failure, repairing, adjusting, servicing or maintenance unless fire or explosion results, and then only for the loss or damage caused directly by such resulting fire or explosion.

8. MOULD

We do not cover any loss or damage caused, directly or indirectly, by or resulting from, **mould** or the presence of **mould**. This exclusion includes, but is not limited to, clothing, handbags, shoes and any other garment or leather accessories. However, this exclusion does not apply to a covered **loss** arising under Mould Rectification Cost.

9. MISAPPROPRIATION

We do not cover any loss or damage caused by the theft or other misappropriation of **contents** from **you** or a **family member** by **you** or an **insured person**.

10. RENOVATIONS AND REPAIRS

We do not cover loss or damage caused by renovating, refinishing, cleaning or repairing any kind of **contents**, except **jewellery**, watches and furs. However, this exclusion does not apply to ensuing covered **loss** unless any other exclusion applies.

11. SHIPMENT BY MAELS

We do not cover any loss caused during shipment by mail, including regular first class mail unless agreed to in advance by **us** in writing.

With **our** prior written approval, **we** do cover shipment of **contents** when performed by a nationally recognized courier service with traceability delivery methods, including but not limited to FedEx, UPS and DHL.

12. STAMPS AND COINS

We do not cover any **loss** or damage to stamps or coins caused by:

- a) fading, creasing, handling, denting, scratching, tearing, thinning, colour transfer, aridity, dampness or extreme temperature; or
- b) handling or being worked on.

13. TEMPERATURE OR DAMPNES

We do not cover any loss or damage caused by extremes of temperature, dampness or dryness of atmosphere, or water vapour.

This exclusion does not apply to loss or damage caused directly by rain, sleet, snow or hail.

14. TENANT'S PROPERTY

We do not cover any loss or damage to the personal property of lodgers, boarders or other tenants residing at the **residence**.

15. PROFESSIONAL USE

We do not cover any **loss** or damage to any **contents** that is used for **business** or for profit, except in an **incidental business**, unless **we** have provided our prior approval in writing.

16. WATERCRAFT ACCIDENTS

We do not cover any loss caused by the

- a) stranding, swamping, or sinking of a **watercraft** or its trailer, or outboard motor.
- b) collision of a watercraft, other than collision with a land vehicle, unless another exclusion applies.

17. WINE SPOILAGE

We do not cover any loss or damage to spoilage of **wine** unless the spoilage is caused by the failure of a climate control system, electrical power interruption off the **residence** or within the **residence** and/or mechanical or electrical breakdown of the refrigerator and/or wine cellar

VALUABLE ARTICLES

BASIS OF COVER

This section of **your policy** covers **you** against any **loss** or damage to **your valuable articles** anywhere in the world unless stated otherwise in the **policy** or any exclusion applies.

The sum insured for each class of **valuable articles**, and for each scheduled item, is shown in **your policy schedule**.

To help **you** and **us** agree on the appropriate sum insured, **we** may, but are not obliged to, conduct appraisals to **your valuable articles**. If appraisal is conducted, **we** may change the limit of coverage shown on the **policy schedule** to reflect the current value. Any additional premium due will be borne by **you**.

PAYMENT OF A LOSS

For Scheduled Valuable Articles

Total Loss - For a covered **loss** to a scheduled **valuable article** in **your policy schedule**, **we** shall pay the sum insured for that item if it is lost or damaged beyond repair.

Partial Loss - If only part of the scheduled **valuable article** is lost or damaged, **we** shall pay either the amount to restore the item to its condition immediately before the **loss** or pay the difference between its **market value** before and after the loss. If after the restoration, the **market value** of the item is less than its market value immediately before the **loss**, **we** shall pay the difference which shall not exceed 25% of the scheduled value. In no event shall payment exceed the sum insured for that item.

For Unscheduled Valuable Articles

We shall pay the **replacement cost** for a covered **loss** to **valuable articles** with unscheduled coverage limit as shown in **your policy schedule**. If after the restoration, the market value of the item is less than its **market value** immediately prior to the loss, **we** shall pay the difference. **We** will not pay more than the per article limit stated in **your policy schedule**.

For a covered **loss** to a pair or set or a unit, **we** will pay the lesser of:

- a) the costs to repair or replace any part or to restore the pair or set to its condition before the **loss**;
- b) the difference between **market value** of the property before and after the **loss**; or
- c) the sum insured if specified, or the **market value** if unspecified up to the single article limit stated in **your policy schedule**, for the entire pair or set when **you** surrender to us the undamaged item(s) of the pair or set.

In no event, shall payment exceed the sum insured for that pair or set or unit or the unspecified single article limit as shown in **your policy schedule**

HOW YOUR DEDUCTIBLE APPLIES

Unless otherwise stated, **you** do not need to pay any **deductible** for claims relating to **valuable articles**.

COMPLIMENTARY COVERAGE - VALUABLE ARTICLES

Unless otherwise stated, **we** will provide **you** with the following complimentary coverage in addition to the sum insured shown in **your policy schedule** for **your valuable articles** unless stated otherwise.

1. NEWLY ACQUIRED VALUABLE ARTICLES

We will cover **your** newly acquired **valuable articles** for their actual cash value. however, for the fine art class of **valuable articles**, **we** will only pay up to a maximum of 25% of the total scheduled coverage limit for the fine art class of **valuable articles** as shown in **your policy schedule**. In the absence of a scheduled coverage limit for the fine art class of **valuable articles**, **we** will only pay up to 25% of the unscheduled fine art per article limit.

This additional complimentary coverage does not increase **your** total limit of coverage for the **fine art** class.

For this complimentary coverage to apply, **you** must request coverage for all newly acquired **valuable articles** within:

- a) the first ninety (90) days of your acquisition of **fine art**; or
- b) the first thirty (30) days of your acquisition of all other classes of **valuable articles**; and

in either case, pay the additional premium from the date such item is acquired before coverage takes effect. If **you** do not request for such coverage for **your** newly acquired **valuable articles** within the time periods set out above, **we** reserve the right not to cover **them**.

SPECIFIC EXCLUSION – VALUABLE ARTICLES

1. AIRCRAFT

We do not cover any loss or damage to **aircraft** or **aircraft** parts.

2. BREAKDOWN

We do not cover any loss caused by electrical or mechanical breakdown. This exclusion does not apply to any **loss to wine** caused by extreme temperature, gradual deterioration or spoilage resulting from the failure of a climate control system, electrical power interruption off the premises or within the premises and/or mechanical or electrical breakdown of the refrigerator and/or wine cellar.

3. BUSINESS PROPERTY

We do not cover any loss or damage relating to property or items used for **business**.

4. CONTRABAND

We do not cover loss and/or damage to **contraband** or anything in **your** possession illegally. “**Contraband**” means any goods or merchandise, item(s) or article(s) whose importation, exportation, or possession is forbidden by the government or any public authority.

5. CONFISCATION

We do not cover any loss or damage to **your valuable articles** caused by the confiscation or seizure by any:

- a) government or public authority;
- b) financial institutions, including but not limited to banks, moneylenders;
- c) person or entity providing **you** with a credit facility; or
- d) person or entity as collateral, whether lawfully or unlawfully.

6. JEWELLERY IN VAULT

We do not cover any loss to specified jewellery described in **your policy schedule** as “jewellery in vault” while these items are out of a bank vault, unless **we** agree in writing in advance that **we** will cover them. In the event that **we** do agree to cover **them**, **we** reserve the right to amend the premium and **you** agree to pay the amended premium accordingly before such coverage takes effect.

7. JEWELLERY (WITHIN SINGAPORE)

We do not cover any loss to scheduled or unscheduled **jewellery** described in **your policy schedule** as “Jewellery – within Singapore” while these items are out of Singapore, unless **we** agree in writing in advance that **we** will cover them. In the event that **we** do agree to cover them, **we** reserve the right to amend the premium and **you** agree to pay the amended premium accordingly before such coverage takes effect.

8. JEWELLERY (WITHIN RESIDENCES)

We do not cover any loss to scheduled or unscheduled **jewellery** described in **your policy schedule** as “Jewellery – within residences” while these items are out of the residences unless **we** agree in writing in advance that **we** will cover them. In the event that **we** do agree to cover them, **we** reserve the right to amend the premium and **you** agree to pay the amended premium accordingly before such coverage takes effect.

9. MISAPPROPRIATION

We do not cover any loss or damage caused by the theft or other misappropriation of **valuable articles** from **you** or an **insured person** or by **you** or an **insured person**.

10. MOTORIZED LAND VEHICLES

We do not cover any loss or damage to **motorised land vehicles** including their equipment, accessories or any electronic devices operated solely by power from the electrical system of that vehicle. This does not include **recreational motor vehicle**.

11. MOULD

We do not cover any loss or damage caused, directly or indirectly, by or resulting from, **mould** or the presence of **mould**. This exclusion includes, but is not limited to, clothing, handbags, shoes and any other garment or leather accessories. However, this exclusion does not apply to a covered **loss** arising under Mould Rectification Cost.

12. MUSICAL INSTRUMENTS

We do not cover loss or damage to **musical instruments** caused by mechanical breakdown or failure, repairing, adjusting, servicing or maintenance unless fire or explosion results; and then only for the loss or damage caused directly by such resulting fire or explosion.

13. RENOVATIONS AND REPAIRS

We do not cover loss or damage caused by renovating, refinishing, cleaning, restoring or repairing any kind of **valuable articles**, except to **jewellery**, watches and furs unless **we** have given **our** prior approval in writing. However, this exclusion does not apply to any ensuing covered **loss** unless any other exclusion applies

14. SHIPMENT BY MAIL

We do not cover any loss caused during shipment by mail, including regular first class mail unless agreed to in advance by **us** in writing. With **our** prior written approval **we** do cover shipment of **valuable articles** when performed by a nationally recognized courier service with traceability delivery methods, including but not limited to Fedex, UPS and DHL.

15. STAMPS AND COINS

We do not cover any loss or damage to stamps or coins caused by:

- a) fading, creasing, handling, denting, scratching, tearing, thinning, colour transfer, aridity, dampness or extreme temperature; or
- b) handling or being worked on.

16. LOSS TO PRECIOUS METAL

We do not cover any loss to bullion, gold, silver or other precious metals unless **we** agreed in writing in advance that **we** will cover them.

17. TEMPERATURE AND DAMPNES

We do not cover any loss or damage caused by extremes of temperature, dampness or dryness of atmosphere, or water vapour. This exclusion does not apply to loss or damage caused directly by rain, sleet, snow or hail.

18. PROFESSIONAL USE

We do not cover any loss or damage to any **valuable articles** that is used for **business** or for profit, except in an **incidental business**, unless **we** have provided our prior approval in writing.

19. WINE SPOILAGE

We do not cover any loss or damage to spoilage of **wine** unless the spoilage is caused by the failure of a climate control system, electrical power interruption off the **residence** or within the **residence** and/or mechanical or electrical breakdown of the refrigerator and/or wine cellar.

SPECIMEN

PERSONAL LIABILITY

BASIS OF COVER

This section of **your policy** covers **damages** an **insured person** is legally obligated to pay for **personal injury** or **property damage** caused by an **occurrence** to a third party anywhere in the world, unless stated otherwise or any exclusion applies

PAYMENT OF A LOSS

The maximum **we** will pay for all claims for **personal injury** and **property damage**, including the defence cost, as a result of any single **occurrence** is the sum insured for personal liability shown in **your policy schedule**. **We** will not pay more than the limit shown in **your policy schedule** for any single **occurrence** regardless of the number of **insured persons**, claims made or persons injured.

DEFENCE COST

We will pay the reasonable costs to defend an **insured person** against any lawsuit from a third party seeking covered **damages** for **property damage** or **personal injury**. Our duty to defend any claim or lawsuit arising out of a single **occurrence** ends when **we** have made the **damages** finally awarded by a court of competent jurisdiction in relation to that claim or lawsuit or when the defence cost **we** pay reaches the **policy** limit or when the combined limit of the **damages** and defence cost reaches the limit shown in the **policy schedule**, whichever is earlier.

You may only use a lawyer from a panel of firms selected by **us** to conduct **your** defence. Otherwise, **we** may choose not to pay the defence cost. If a panel lawyer is not established in the jurisdiction where the lawsuit is brought, **we** reserve the right to select the lawyer who will conduct the defence at our sole discretion. **We** may investigate and settle any claim or lawsuit at **our** discretion.

For the avoidance of doubt, the reasonable costs to defend an **insured person** against any such lawsuit is limited to the following:

1. All expenses and court costs on final judgments awarded by a court of competent jurisdiction against any **insured person**;
2. Reasonable expenses incurred by an **insured person**, up to \$500 per day, for assisting **us** in the investigation or defense of a claim or lawsuit at our request up to a maximum of \$25,000;
3. The cost of any bail bond imposed on an **insured person** by a court of competent jurisdiction. In the event the amount of the bail bond exceeds the personal liability sum insured, **we** will only pay up to such limit shown in **your policy schedule**; and
4. Interest on the entire final judgment which accrues after entry of the judgment and before **we** pay or tender, or deposit in court, that part of the judgment which does not exceed the amount of coverage.

In jurisdictions where **we** are unable to defend an **insured person** against a lawsuit for any reason, **we** will pay the reasonable expenses incurred with **our** prior written consent for the **insured person** to conduct his own defense.

COMPLIMENTARY COVERAGE - PERSONAL LIABILITY

In addition to **your** personal liability coverage, **we** will also provide the complimentary coverages set out below. These complimentary coverages are in addition to the personal liability sum insured unless otherwise stated or any exclusion applies.

1. CREDIT CARD FORGERY AND COUNTERFEITING

We will pay up to \$30,000 for:

- a. any amount **you** or a **family member** are legally obligated to pay as a result of:
 - i. theft or loss of a bank card or credit card issued in **your** or a **family member's** name; or
 - ii. loss caused by forgery or alteration of any cheque or negotiable instrument purportedly issued by **you** or a **family member**.

Notwithstanding the above, **we** will not pay any loss under this coverage unless all the terms for using the credit card, cheque or negotiable instrument were complied with at the time the loss occurred.

- b. loss caused by accepting in good faith any counterfeit paper currency.

2. DAMAGED PROPERTY

Regardless of **your** legal obligation, if an **insured person** accidentally destroys or damages a third party's property **we** will pay the amount required to repair the damage or the cost to replace that property, whichever is lower, up to \$15,000 per **occurrence**.

3. IDENTITY THEFT EXPENSES

We will only pay up to \$50,000 for an **identity fraud occurrence** during the **policy period** for **you** or a **family member's identity fraud expenses** regardless of the number of persons affected by such **identity fraud**. For the avoidance of doubt, **we** will only pay **you** once under this complimentary coverage during the **policy period**.

At **your** option:

- a. **We** will pay the cost to implement a plan to resolve civil or criminal judgments wrongly entered against **you** or a **family member** and remove all fraudulent entries from **your** credit report. **You** may choose an identity theft restoration service from a panel of firms selected by **us**, if a service is not available in

your area, **we** reserve the right to select the provider of the identity theft restoration service at **our** sole discretion; or

- b. **we** will reimburse **you** for **identity fraud expenses** incurred as the direct result of each **identity fraud**.

Notwithstanding the above, **we** will not cover any:

- a) loss arising out of **your** or a **family member's business** pursuits;
- b) expenses incurred due to any fraudulent, dishonest or criminal act by **you** or a **family member** or any person acting in concert with **you** or a **family member**, or by any authorised representative of **you** or a **family member** whether acting alone or in collusion with others; or
- c) loss other than **identity fraud expenses**.

Identity Fraud means the act of knowingly transferring or using, without lawful authority, a means of identification of **you** or a **family member** with the intent to commit, or to aid or abet, any unlawful activity that constitutes a violation of law.

Identity Fraud Expenses means:

- a. costs for notarising fraud affidavits or similar documents for financial institutions or similar credit grantors or credit agencies that require that such affidavits be notarised;
- b. costs for registered mail to Police, credit agencies, financial institutions or similar credit grantors;
- c. lost wages as a result of time taken off from work to meet with, or talk to, Police, credit agencies and/or lawyers or to complete fraud affidavits, up to a maximum payment of \$500 per week for a maximum period of four weeks;
- d. loan application fees for re-applying for a loan or loans when the original application is rejected solely because the lender received incorrect credit information;

- e. reasonable legal fees incurred, with Our prior written consent, for: (i) defence of lawsuits brought against **you** or a **family member** by merchants or their collection agencies; (ii) the removal of any criminal or civil judgments wrongly entered against **you** or a **family member**; or (iii) challenging the accuracy or completeness of any information in a consumer credit report; and/or
- f. charges incurred for telephone calls to merchants, Police, financial institutions or similar credit grantors or credit agencies to report or discuss an actual **identity fraud**.

4. LANDLORD LIABILITY

Your liability as a landlord is only covered if **you** have taken up **building** or **additions and additions**, and **personal liability** cover for the tenanted **residence** as reflected in **your policy schedule**.

We will pay up to the personal liability limit which **you** are legally liable to pay as the owner of the **residence** as a result of:

- a) **bodily injury** to or death of the tenant or any third party within the **residence**
- b) **loss** or damage to the tenant or third party's property within the **residence**.

We will not pay more than the limit shown in **your policy schedule** for any single **occurrence** regardless of the number of **insured persons**, claims made or persons injured.

For the avoidance of doubt, this landlord liability coverage is not in addition to but forms part of the personal liability sum insured limit on **your policy schedule**.

You must ensure that the **residence** is kept in good tenable condition at all times. In the event **your** tenant informs **you** of any defects in the **residence**, **you** must promptly make good such defect and take all necessary and precautionary measures in the interim to prevent any risk to persons or property within the **residence**.

5. MEDICAL PAYMENT TO THIRD PARTIES

Regardless of **your** legal obligation, **we** will pay the necessary **medical expenses** that are incurred by third parties within three (3) years from the date of an **accident** causing **bodily injury** up to a total of \$10,000 for each such party. This coverage does not apply to **personal injury** and **property damage** suffered by **you** or a **family member**. This coverage only applies to an **accident** that:

- a) occurs to a third party who has permission from **you** or a **family member** to be at that **residence**, and **you** have personal liability coverage listed on the **policy schedule**;
- b) arises from a condition at a **residence**, or at the steps, driveways, or sidewalks immediately adjoining a **residence**, and **you** have a personal liability coverage on the **policy schedule**;
- c) is caused by an animal owned by or in the care of an **insured person**; or
- d) is caused by an **insured person** outside the course of his/her employment;
- e) is caused by a person employed by **you** or an **insured person**, at the residence in the course of his or her employment and which occurs within the **residence**.

6. TENANT LIABILITY

Your liability as a tenant is only covered if **you** have taken up contents and personal liability cover as shown in **your policy schedule**.

For the **policy period**, **we** will only pay up to \$100,000 the **policy period** for **damages** which **you** are legally liable to pay to **your** landlord as a result of loss or damage to the **building, additions and alterations** or **contents** belonging to the landlord during **your** tenancy period.

SPECIFIC EXCLUSION - PERSONAL LIABILITY

1. AIRCRAFT

We do not cover **personal injury** or **property damage** arising out of:

- the ownership, maintenance, use, loading, unloading, or towing of any aircraft owned by **you** or operated by **you** or rented or loan by **you**;
- the negligent entrustment by **you** of an aircraft to any person;
- the failure to supervise or negligent supervision by **you** of any person involving an aircraft; or
- vicarious liability, whether or not imposed by law, for the action of a minor involving an aircraft

2. BUSINESS PURSUITS

We do not cover **personal injury** or **property damage** arising out of an **insured person's** business pursuits, investment activity or any activity intended to generate a profit.

However, this exclusion does not apply to:

- voluntary work for an organised and registered charitable, religious or community group; or
- incidental business** activity.

3. CARE CUSTODY AND CONTROL

We do not cover any loss arising from **property damage** in relation to property owned by, or in the custody, care or control of, an **insured person**. This exclusion does not apply to any covered loss under Complimentary Benefits- Personal Liability, 2. Damaged property or 6. Tenant Liability above.

4. CONTRACT AND AGREEMENTS

We do not cover any **property damage** or **personal injury** arising from any contract or agreement, whether written or unwritten. This exclusion does not apply:

- if **your** liability would have existed without the contract or agreement; or
- to any covered loss under Complimentary Benefits- Personal Liability, 1. Damaged property or 5. Tenant Liability above.

5. DANGEROUS DOGS

We do not cover any **personal injury** or **property damage** caused by a dog owned by an insured person which specified under the Second Schedule of the Animals and Bird (Dog Licensing and Control) Rules of the Animals and Bird Act (Cap. 7).

6. ENDANGERED WILDLIFE AND ANIMALS

We do not cover any loss, damage or liability caused by any animal, reptile, primates or amphibians listed under Appendix I – III of the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) whether it is owned by the **you** or an **insured person** legally or illegally.

7. DANGEROUS ANIMALS, PRIMATE, AMPHIBIANS AND SPECIES

We do not cover any **personal injury** or **property damage** caused directly or indirectly by an animal, primate, amphibians or species that **you** own, possess, in **your** care or have in custody of acquire, own or keep that:

- is a breed or species named by or controlled by any law because of public safety concerns;
- has previously inflicted injury upon any person resulting in maiming, disfigurement, mutilation, impairment, disability, death, loss of ability to work or attend school or conduct a normal routine;
- has been trained to fight, attack or kill;
- is wild by birth or by nature and the animal or species is not customarily domesticated; or
- is venomous.

8. DIRECTOR'S ERRORS AND OMISSIONS

We do not cover any liability arising out of any **insured person's** acts, errors or omissions as an officer or member of the board of directors of any corporation or organisation.

9. DISCRIMINATIONS

We do not cover **personal injury** arising out of actual, alleged or threatened discrimination or harassment due to age, race, national origin, colour, sex, creed, handicapped status, sexual preference or any other discrimination.

10. FINANCIAL GUARANTEE

We do not cover any loss or **damages** for an **insured person's** guarantee of financial performance of any organisation, insured person or other individual.

11. PERSONAL INJURY

We do not cover **personal injury** to **you** or an **insured person** under this **policy**.

12. PROPERTY DAMAGE

We do not cover any **property damage** to any property owned by **you** or an **insured person**.

13. MOULD

We do not cover **personal injury** or **property damage** arising directly or indirectly, in whole or in part, out of the actual or alleged or threatened inhalation of, ingestion of, contact with, exposure to, existence of, or presence of any **mould**.

However, this exclusion does not apply to **personal injury** or **property damage** arising out of **mould** either in or on, a good or product intended for consumption.

14. MOTORIZED LAND VEHICLES

We do not cover **personal injury** or **property damage** arising out of the ownership, maintenance, use, loading or unloading of any motorised land vehicle used by **you**, an insured person or a third party. This exclusion does not apply to **recreational motor vehicles used by you** or by a third party with permission from **you** or an **insured person** unless it is being used for racing or time trials.

15. PROFESSIONAL SERVICES

We do not cover **personal injury** or **property damage** arising out of an **insured person's** performance or failure to perform professional services for which any **insured person** is legally responsible or licensed.

16. RACING

We do not cover any **personal injury** or **property damage** arising out of the participation in or practice for competitive racing of any **motorised land vehicle, recreational motorised vehicle, watercraft** or **aircraft**.

17. SALES OR TRANSFER OF PROPERTY

We do not cover any **property damage** or **personal injury** arising out of the sale or transfer of any real or personal property including, but not limited to:

- a) known or unknown property or structural condition or defect;
- b) known or unknown condition or defect in plumbing, heating, air conditioning, electrical, or other systems;
- c) known or unknown soil condition or drainage problem; or
- d) concealment or misrepresentation of any known or unknown condition or defect.

18. SEXUAL MOLESTATION OR CORPORAL PUNISHMENT

We do not cover **personal injury** arising out of any actual, alleged or threatened:

- a) sexual molestation, misconduct or harassment;
- b) corporal punishment; or
- c) sexual, physical or mental abuse.

19. TRANSMITTABLE DISEASES

We do not cover **personal injury** resulting directly or indirectly from any illness, sickness or disease transmitted intentionally or unintentionally by an insured person to anyone. We do not cover any **damages** for any threat of exposure or any consequences resulting from that illness, sickness, or disease.

20. PUNITIVE DAMAGES OR TAXES

We do not cover any **damages**, defence cost or any other cost or expenses for or arising out of fines, penalties, taxes, and punitive, exemplary or multiplied damages.

21. WATERCRAFT

We do not cover **personal injury** or **property damage** arising out of the ownership, possession, maintenance, use, operation, transportation, loading, unloading or towing of any **watercraft** which is owned by **you** or an **insured person** or lent or rented to **you** or an **insured person** for longer than thirty (30) days.

22. WORKER COMPENSATION

We do not cover any **damages** or compensation an insured person is legally obligated to pay under workers compensation, disability benefits or other similar laws.

23. WRONGFUL TERMINATION

We do not cover any **personal injury** arising out of wrongful termination of employment.

C. GENERAL EXCLUSIONS



SPECIMEN



1. ACT OF WAR

We do not cover any direct loss or ensuing loss caused by any kind of warlike action. War includes undeclared war, civil war, insurrection, rebellion, revolution, warlike act by a military force or military personnel, destruction, seizure, or use for a military purpose, and including any consequence of any of these. Discharge of a nuclear weapon shall be deemed a warlike act even if accidental.

2. ACT OF TERRORISM

We do not cover any loss or damages directly or indirectly caused or contributed to by any act of terrorism. **We** also do not cover any **loss** or damage caused by efforts to prevent, terminate, counter, retaliate against or respond to any act of terrorism.

3. DISHONEST ACT

We do not cover any loss or **damages** caused by any dishonest or criminal act by, or at the direction of, **you** or any **insured person**.

4. EXISTING DAMAGE

We do not cover any loss or damage which occurred prior to the **policy period**.

5. FAULTY INADEQUATE OR DEFECTIVE PLANNING

We do not cover any loss or damage caused by faulty, inadequate or defective:

- a) planning, development, surveying, siting;
- b) design, specifications, workmanship, repair, construction, renovation, remodeling, grading, compaction;
- c) materials used in repair, construction, renovation or remodeling; or
- d) maintenance; of part or all of any property whether on or off the **residence**.

However, this exclusion does not apply to any ensuing covered **loss** unless any other exclusion applies

6. GRADUAL DETERIORATION, BREAKDOWN, WEAR AND TEAR

We do not cover any loss or damage caused by:

- a) wear and tear, gradual deterioration;
- b) inherent vice, latent defect, mechanical or electrical breakdown that **you**:
 - I. were aware of at the time this **policy** was entered into; or
 - II. could have been reasonably expected to be aware of when this **policy** was entered into; or
- c) warping or shrinkage, rust or other corrosion, wet or dry rot.

However, this exclusion does not apply to ensuing covered **loss** unless any other exclusion applies or where the gradual deterioration, breakdown or wear and tear causes water to escape from a household appliance, swimming pool or plumbing, heating or air conditioning system.

Exclusion b. does not apply to damage to household electrical motors if there is actual burning out of the motor which is not caused by improper maintenance.

7. INTENTIONAL ACT

We do not cover any loss caused by any act, whose consequences could have been foreseen by a reasonable person, committed by or at the direction of **you** or a **family member** and with the intent to cause **loss** or damage. This exclusion does not apply when the **loss** is caused by an intentional act for the purpose of preventing loss or further loss to the **residence, contents or valuable articles, personal injury or property damage**.

8. LOSS CAUSED BY RODENT, INSECT, VERMIN AND/OR BIRDS

We do not cover any loss or damage caused by rodents, insects, vermin or birds. However, this exclusion does not apply to:

- a) **loss** or damage to **your contents** caused by birds; or
- b) ensuing covered **loss** unless any other exclusion applies or where an animal causes water to escape from a household appliance, swimming pool or plumbing, heating or air conditioning system

9. LOSS OR INJURY TO ANIMALS, PRIMATES, AMPHIBIANS AND SPECIES

We do not cover loss of or injury to any kind of animals, primates, amphibians and species that **you** own, possess, or which is in **your** care, custody or control.

10. FAILURE TO PREVENT

We do not cover loss or damage resulting from the failure of an **insured person** to use all reasonable means to save and preserve their **residence** at and after the time of loss.

11. NUCLEAR HAZARD

We do not cover any loss or damage caused directly or indirectly by nuclear hazard. Nuclear hazard means any nuclear reaction, radiation, or radioactive contamination, all whether controlled or uncontrolled or however caused, or any consequence of any of these.

However, **we** do cover loss or damage ensuing from a loss due to fire resulting from a nuclear hazard, unless another exclusion applies.

12. RADIOACTIVE, CHEMICAL OR BIOLOGICAL CONTAMINATION OR HAZARD

We do not cover any loss or damage, directly or indirectly caused by:

- a) chemical, biological, bio-chemical, or electromagnetic Contamination whether controlled or uncontrolled or however caused
- b) radioactivity or ionizing radioactive Contamination from nuclear fuel or nuclear waste arising from burning nuclear fuel;
- c) the radioactive, poisonous, explosive or other dangerous properties of any nuclear equipment or nuclear part of that equipment; or
- d) the use of a chemical or biological weapon.

SPECIMEN

D. POLICY CONDITIONS



SPECIMEN



1. 14 DAYS FREE LOOK

You have 14 days from the receipt of this **policy** to examine its terms and conditions. **You** may cancel this **policy** within this 14 day period by writing to **us**. In the event of cancellation, **we** will refund **you** the premium paid if **you** have not made any claim in the 14 day period. However, if **you** have made a claim in the 14 day period, **we** will not refund **you** the premium if **you** cancel the **policy** under this section.

2. ASSIGNMENTS

You may not assign or transfer any right or interest in regard to the **policy** without **our** prior written consent.

3. BANKRUPTCY OR DEATH

You or an **insured person's** bankruptcy or insolvency shall not relieve **us** of any of **our** obligations under the **policy**. Further, if **you** or an **insured person** dies or becomes bankrupt or insolvent during the **policy period**, this **policy** will cover **your** legal representative for the remainder of the **policy** period, unless an exclusion applies under the **policy** or if this **policy** is cancelled.

4. BURDEN OF PROOF

If **we** decline to cover **you** under this **policy** as a result of any applicable exclusion(s), and **you** disagree with **us**, the burden shall be on **you** to prove that the exclusion(s) does not apply.

5. CARRIER AND BAILEE

We will not make any payment of claims under this **policy** for the benefit of any carrier or other bailee.

6. CANCELLATION

We may cancel this **policy** by giving **you** 7 days' notice at **your** last known address. **We** will consider that **you** have received the cancellation notice on the same day **we** deliver the notice to **you** by hand, email, courier or registered mail.

You may also cancel this **policy** by writing to **us**.

In the event of cancellation of this **policy**, whether by **you** or **us**, **your** refund will be computed using the formula below:

$$\frac{\text{Unused period of policy (in days)}}{\text{Policy Period (in days)}} \times 80\% \text{ Premium Paid}$$

You will not receive any refund of premium if on or before cancellation of this **Policy**:

- a) **you** have made a claim(s) and **we** have paid it; or
- b) **you** have not paid the premium due.

Once this **policy** is cancelled, **we** will have no further liability under the **policy**.

7. COMPLIANCE WITH POLICY CONDITIONS

You and all **insured persons** must comply with the terms and conditions of this **policy**. In addition, **you** must also provide **us** with full and frank disclosure on all information **we** require in connection with this policy. If **you** or any **insured person** fail to fulfill either or both of these, **we** will not be liable for any claims under this **policy**.

8. CURRENCY

All benefits payable under this **policy** will be in Singapore dollars. When a claim is made by **you** for losses incurred in a foreign currency, **we** will **pay** **you** in Singapore dollars based on the prevailing currency exchange rate as determined by **us**.

9. DELIVERY OF POLICY

If this **policy** is sent by post, it is deemed to have been delivered within three days from the date of posting.

10. DISCHARGE OF OUR LIABILITY

Once **we** pay **your** claim under this **policy**, **our** liability for that claim will be discharged.

11. DUPLICATE COVER AND OTHER INSURANCE

If **you** have a **loss** that is covered under more than one section of **your policy**, **we** will only pay **you** under the section that provides the most beneficial coverage to **you**.

However, if the unscheduled **valuables article cover** and the **contents** cover are shown on **your policy schedule**, and a **loss** is covered under both sections, **your** cover will be the total of both the unscheduled **valuable articles** coverage per article limit and the **contents** limit, subject at all times to the special limit of insurance under the **contents** section and the **policy** terms, conditions and exclusions.

If the cover is for reimbursement of costs, expenses or third party liability payments and **you** have insurance with other insurers providing the same or similar cover, **we** will only pay **you our** proportion of the cover limit for **your** claim subject always to the coverage limits under this **policy** and any other policy(ies) **you** have with **us**.

12. DUTY OF CARE

You must take all reasonable precautions to reduce or remove any risk of loss or damage or liability and keep the subject matter of insurance in good condition.

13. DUTY OF DISCLOSURE

As explained in part A of this **policy**, **you** have a duty of disclosure towards **us**. **You** must tell **us** anything that **you** know and that a reasonable person in the circumstances would provide to **us** are relevant to **our** decision to insure **you** or to continue to insure **you** and on what terms. **You** must inform **us** immediately if any of the information that **you** have given **us** changes or is no longer accurate. The information may result in additional premium being payable and different terms and conditions may apply to this **policy**.

If **you** do not tell **us** anything that **you** are required to tell **us**, **we** may cancel **your policy**, reduce the amount **we** will pay you if **you** make a claim and/or reject any claim **you** make. If **you** fail to tell **us** because of fraud, misstatement or concealment, **we** may refuse to pay a claim and treat the **policy** as if it never existed.

14. DUE DILIGENCE

You must observe, comply and fulfill **your** responsibilities under this **policy** or any endorsements which may be issued. If **you** do not do so, **we** may refuse to pay a claim, treat the **policy** as if it never existed or both.

15. FRAUD

If **you** or an **insured person** makes any fraudulent claim under this **policy** or if **you**, an **insured person** or any person acting on **your** behalf fraudulently obtains or attempts to obtain any benefit under this **policy**, **we** may refuse to pay the claim and treat the **policy** as if it never existed.

16. GEOGRAPHICAL COVERAGE

This **policy** covers loss, damage or liability occurring anywhere in the world unless otherwise stated.

17. INSURABLE INTEREST

We will not pay for any loss if **you** and/or an **insured person** has no insurable interest at the time of the loss. **We** will only pay **your** proportion of a valid claim if there are two or more people with an insurable interest including **you**.

18. NON-RENEWAL

If **we** elect not to renew this **policy**, **we** shall give **you** 14 days notice at your last known address. **We** will consider that **you** have received the cancellation notice on the same day **we** deliver the notice to **you** by hand, email, courier or registered mail.

19. POLICY PERIOD

All covers in this **policy** apply only to **occurrence(s)** or **loss** events that take place while this **policy** is in force, commencing and ending at on the first and last day of the **policy period** stated in **your policy schedule**.

20. PROFESSIONAL AND COMPETENT PACKERS

You must ensure that during packing and unpacking for any **contents** and/or **valuable articles** are done by professional and competent packers and/or handlers.

21. RECOVERED PROPERTY AND SALVAGE

If **you** or **we** recover any property for which **we** have made payment, **you** or **we** will notify the other of the recovery. At **your** option, the property will be returned to or retained by **you**, or it will become **our** property. If **you** choose to retain the recovered property, **we** will pay **you** the cost of recovery or repair. If loss payment has already been made, **you** will return the payment to **us**, less the actual cost of recovery or repair; and if, at our option, **we** agree to pay **replacement cost** for any property and there is salvage or residual value, **you** may choose to retain the property, and the final loss payment will be adjusted based on the salvage or residual value. Otherwise the property will become **our** property

22. SUM INSURED ADEQUACY

You must keep the sums insured at a level which represents the full value of the property. Full value should represent:

- a) for the **building or additions and alterations** – the full **reconstruction cost** including professional fees;
- b) for **contents** – the **replacement cost** as new; and
- c) for **valuable articles** – the current **market value**.

23. SUBROGATION

You must not make any admission, offer, promise or payment to any third party without **our** prior written consent. At **our** option, **we** shall have the right to:

24. VALIDITY OF REMAINDER OF POLICY

In the event that any portion of this **policy** is found to be invalid or unenforceable, the remainder of this **policy** will remain valid and in full force and effect.

25. WAIVER OF YOUR RIGHTS

If **we** reject liability for any claim made under this **policy** and it is not referred to arbitration within 12 months from the date of **our** rejection, **you** shall be deemed to have accepted **our** rejection of **your** claim and waived all **your** rights with respect to such a claim.

26. WRITTEN NOTICE

Every notice or communication to be made under this **policy** shall be given in writing to **us**.

27. DATA USE

You have agreed and consented that **we** may collect, use and process your personal information (whether obtained in this application form or otherwise obtained) and disclose such information (whether in or outside of Singapore) to the following:

- a) **our** group companies;
- b) **our** (or **our** group companies') service providers, reinsurers, agents, distributors, business partners;
- c) brokers, **your** authorized agents or representative, legal process participants and their advisors, other financial institutions;
- d) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purpose stated in **our** data privacy **policy** which include:
 - processing, underwriting, administering and managing **your** relationship with **us**;
 - audit, compliance, investigation and inspection purposes and handling regulatory governmental enquiries;
 - compliance with legal or regulatory obligations, risk management procedures and **our** internal policies;
 - managing our infrastructure and business operations; and
 - carrying out market research and analysis and satisfaction surveys.

Note: please refer to the full version of **our** data privacy policy found at http://www.aig.com.sg/sg-privacy_1030_237853.html.

If **you** have not opted out, **you** have also consented to us, **our** group companies, service providers and business partners using, processing and disclosing **your** personal information to:

- a) Enroll **you** in contests, prize draws and similar promotions
- b) Contact **you** to market other insurance, and/or **our**, **our** group companies and /or **our** business partners' financial products

If **you** have any questions about **our** collection, use and disclosure of personal information, **you** may contact **our** Data Protection Officer at singaporedataprotectionofficer@aig.com

28. DEALING WITH DISPUTES

Any disputes arising out of this **policy** shall first be referred to the Financial Industry Disputes Resolution Centre Ltd (FIDREC), where it falls within FIDREC's jurisdiction. If the dispute cannot be referred to or resolved by FIDREC, it shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The Tribunal shall consist of one (1) arbitrator.

29. ECONOMIC SANCTIONS

We will not be liable to provide any coverage or make any payment under this **policy** if to do so would be in violation of any sanctions law or regulation which would expose **us**, **our** parent company or **our** ultimate controlling entity to any penalty under any sanctions law or regulation.

30. ENTIRE CONTRACT

This **policy**, **your policy schedule**, any endorsements, application form, declaration and any other statements in writing set out the entire contract between **you** and **us**. They should be read as one document. **You** agree to pay the premium shown in **your policy schedule** and comply with **your** responsibilities described in this **policy**. **You** should consider all these documents together as one, and read it carefully to determine **your** rights and duties, and what is and is not covered.

In the event of a conflict in the documents, the terms, conditions or provisions of this **policy** will prevail. No amendment to any terms and conditions will be valid unless **we** have approved through an endorsement to this **policy**.

31. GOVERNING LAW

This **policy** is governed by the laws of Singapore.

32. INSURANCE ACT

This **Policy** is issued in Singapore and is subject to the Insurance Act 1966

When **you** applied for this **policy**, a declaration made by **you** at that time that **you** are ordinarily resident in Singapore must satisfy any one of the following descriptions of being treated as "ordinarily resident in Singapore":

- **you** are a citizen of Singapore, unless **you** have resided outside Singapore continuously for 5 or more years before the application date of the **policy** and are not currently residing in Singapore;
- **you** are a permanent resident, unless **you** have resided in Singapore for less than a total of 183 days in the 12 months before the application date of the **policy**;
- **you** have a work pass or permit required under the employment of foreign manpower act 1990, unless **you** have resided in Singapore for less than a total of 183 days in the 12 months before the application date of the **policy**; or
- **you** have a pass or permit required under the immigration act 1959 that has duration longer than 90 days and you have resided in Singapore continuously for at least 90 days in the 12 months before the application date of the **policy**.

If **you** do not satisfy any one of the above definitions of being "ordinarily resident in Singapore", **you** must notify **us** immediately.

33. NOTIFICATION AND CLAIMS PROCEDURE

In the event of an **occurrence** that may lead to a claim under this **policy**:

- **you** must take necessary measures to prevent and avoid further **loss** or damage;
- **you** must give immediate written notice to **us** of the occurrence in any case no later than seven (7) days' after the **occurrence** of any event which may give rise to a claim;
- **you** must not make any admissions, offers, promises or payment, or conduct any negotiations, without our prior written consent or **your** claim may not be approved and paid by **us**;
- **you** will deliver to **us** within thirty (30) days after the receipt of a claim form from **us**, such details and written proof as may be required under such claim form or by **us** from time to time;
- **you** must notify and forward to **us** every letter, claim, demand, writ of summons and process which is received in connection with the claim immediately on receipt. **You** will also notify **us** immediately of any impending prosecution, inquests, court proceedings or offers of settlement; and
- in the event of a disability cost claim under Part B of this **policy**, **we** will be allowed, at **our** own expense and upon reasonable notice to **you**, to subject **you** to a medical examination from time to time.

34. PAYMENT BEFORE COVER WARRANTY

Notwithstanding anything contained in this **policy**, **you** agree and acknowledge that:

- a) the total premium due must be paid and actually received in full by **us** (or the intermediary through whom this **policy** was effected) on or before the effective date of this **policy** or renewal certificate.
- b) In the event that the total premium due is not paid and actually received in full by **us** (or the intermediary through whom this **policy** was effected) on or before the effective date, then the **policy** or renewal certificate will be deemed to be cancelled immediately and no benefits will be payable by **us** as cover never attached. Any payment received thereafter shall not affect the cancellation of the **policy** or renewal certificate.
- c) In respect of coverage with a "free look" provision, **you** may return the original **policy** document to **us** or **our** intermediary within the "free look" period if **you** decide to cancel the cover during the "free look" period. In such an event, **you** will receive a full refund of the premium paid to **us** provided that no claim has been notified or made under this **policy**.
- d) If payment of full premium is to be made by credit card or bank GIRO whether monthly, annually or at such periods as may be agreed, the submission to **us** of a complete and properly signed Direct Debit Authorisation Form (or such other form as may be required by the card centre, bank or **us**) to **us** on or before the effective date will be deemed to be payment received by **us**, subject to clause (e) below.

- e) In the event of any rejection by the card centre or bank of the Direct Debit Authorization Form (or such other form as referred to in clause (d) or any inability by **us** to obtain payment of the premium by credit card or GIRO deduction due to any reason), **we** will allow a second attempt for the charge and deduction of the outstanding premiums from the relevant card centre or bank. Should the second attempt fail for any reason, the **policy** or renewal certificate will be deemed to be cancelled immediately effective from the day of the month when premium was due and unpaid and no benefits whatsoever will be payable by **us** as cover never attached. Any payment received thereafter shall not affect the cancellation of the **policy** or renewal.

35. PREMIUM PAYMENT FOR ANNUAL RENEWALS

Unless cancelled by **you** or by **us**, this **policy** will be automatically renewed by the payment of premium subject to all terms, conditions and exclusions of this **policy**. **Our** acceptance of premium will constitute consent to renewal. In any event, **your** coverage will terminate when the **policy** terminates.

E. POLICY DEFINITIONS



SPECIMEN



Accident means a sudden, unforeseen and fortuitous event.

Accidental means a loss or damage occurring due to an Accident.

Accidental damage/Accidentally damaged means the subject of coverage under this Policy being no longer able to perform its intended function due to an Accident.

Actual cash value means the amount it would cost to replace covered property with new property of like kind and quality.

Additions and alterations means items of real property, improvements, installations, or fixtures that **you** paid for or acquired at **your** expense along with the residence. The property must be **your** insurance responsibility under the governing rules of the condominium, or if **you** are a tenant, subject to the terms of the lease agreement.

Aircraft means any device used or designed for flight, except model or hobby craft not used or designed to carry people or cargo.

Bicycles mean all types of bicycles except motor bicycles or any other motor-powered conveyances or vehicles of any kind unless approved by **us** in writing.

Bodily Injury means bodily harm, including sickness or disease that results from it and required care, loss of services, or resulting death.

Building means the main dwelling and its **additions and alterations** at each **residence** named in **your policy schedule** that is not a condominium or apartment. This includes other permanent structures **you** own including, but not limited to, guest houses, pool houses, sheds, swimming pools, detached garages, hardscape such as driveways, fountains, underground irrigation systems, decorative pools, terraces, patios, retaining walls, walkways, fencing, gates, and unattached decks at the **residence**.

Business means a part-time or full-time trade, occupation or profession, any activities engaged in for money or other compensation, other than **incidental business**.

Business Equipment means the equipment used for **your incidental business**, including but not limited to photocopier, telecommunication equipment, office furniture and computers.

Cameras means cameras, projection machines, films, and related articles of equipment design for the sole purpose of capturing and/or recording still or moving photographic images.

Collapse means an abrupt falling down or caving in of a **building** or any part of a **building** with the result that the **building** or part of the **building** cannot be occupied for its current intended purpose.

- A **building** or any part of a **building** that is in danger of falling down or caving in is not considered to be in a state of collapse.
- A part of a **building** that is standing is not considered to be in a state of collapse even if it has separated from another part of the **building**.
- A building or any part of a **building** that is standing is not considered to be in a state of collapse even if it shows evidence of cracking, bulging, sagging, bending, leaning, settling, shrinkage, or expansion.

Collectibles means private collections of rare, unique or novel items of personal interest, including but not limited to dolls, books, memorabilia, and model trains.

Contents means personal property owned by, or in the possession of, **you** or a **family member**.

Damages means the sum required to satisfy a liability claim up to the sum insured, whether settled or agreed to in writing by us or resolved by judicial procedure.

Depreciation means a decrease in the value of any property over a period of time as a result of deterioration, use or wear and tear.

Deductible means the amount which **you** have to pay in the event of a claim.

Emergency home assistance services or **services** means the scope of services as described under Complimentary Emergency Home Assistance Services.

Family member means any person residing with **you** in the **residence** who is:

- a) related to **you** by blood, marriage or adoption;
- b) **your** relative;
- c) **your** sibling's spouse and children; or
- d) **your** unmarried child age 26 or younger who reside in **your** household when not attending school while abroad.

Fine arts means paintings, sculptures, etchings, statues, antiques and other bona fide works of art with historical value or artistic merit.

Fungi means any type or form of fungus, including, but not limited to all forms of mold or mildew, and any mycotoxins, spores, scents, vapors, gases or substances, including any by-products, produced or released by fungi.

Fur means clothing or garments made of, trimmed in or consisting of majority fur.

Furnishings means any items not used in the operation or navigation of **your watercraft** and used exclusively on board, including, but not limited to, **your** fishing gear, sports equipment, clothing, loose furniture, dishes, and computer hardware. **Furnishings** does not include property of guests, fine arts, jewellery, money, cheques, credit cards, debit cards, or bankcards or any stocks, notes, mortgages or any intangible property. For the avoidance of doubt, **furnishings** is used exclusively in **your watercraft**.

Golfer's equipment means golf clubs, golf clothing and other golf accessories, equipment, except golf balls. **We** will also cover other clothing that is stored in a secured locker while **you** are playing golf.

Home assistance provider means an independent contractor **we** have appointed to assist **you** to search for repairer(s) to provide **you** with the **services** at **your residences**.

Incidental Business means:

- a. A business activity that:
 - i. does not produce annualized gross revenues in excess of \$25,000;
 - ii. does not have employees subject to workers' compensation or other similar disability laws; and
 - iii. conforms to Singapore laws and regulations.
- b. Rental income generated from **residence(s)** listed on the **policy schedule** that **you** own and rent to others, regardless of the annualised income generated from the **residence(s)**.

Annualised is determined by examining the activity during the twelve (12) months preceding the date of loss

Insured Person means:

- a) **you** or a **family member**; or
- b) any additional insured named in **your policy schedule**
- c) any person given permission by **you** or a **family member** to use a vehicle or **watercraft** covered under this **policy** with respect to their legal responsibility arising out of its use

Jewellery means articles of personal adornment containing gemstones, silver, gold, platinum or other precious metals. This also includes watches. **We** do not cover unset/ loose gemstones unless **we** have given **our** prior approval in writing.

Landscaping means **your** trees, lawn, shrubs and other plants on the grounds of **your residence**.

Loss means physical loss or damage to **your residence** or **contents** and/or **valuable articles** covered under this **policy** subject to the terms, conditions and exclusions

Market value refers to the amount for which an article could reasonably be expected to be replaced immediately prior to the time of loss or damage with one substantially identical.

Motorised land vehicle means any vehicle which requires registration or operator licensing. This includes self-propelled motorhomes, motorcycles and attached trailers.

Medical expenses means reasonable charges for medical, dental, hospital, surgical, X-ray, prosthetic devices, professional nursing, ambulance, traditional chinese practitioner and acupuncturist.

Mould means any type or form of fungus, including but not limited to all forms of mould or mildew, and any mycotoxins, spores, scents, vapours, gas or substance, including any by-products, produced or released by mould.

Musical instruments means musical instruments and miscellaneous property such as sheet music, stands and carrying cases used in connection with musical instruments

Nuclear hazard means any nuclear reaction, radiation or radioactive Contamination, all whether controlled or uncontrolled or however caused, or any consequence of any of these.

Occurrence means a **loss** or an **accident** or a series of losses or accidents arising out of the one event which occur/s wholly during the **policy period**, including continuous or repeated exposures to the same general harmful conditions.

Personal Injury means injuries or death resulting from the following:

- a) bodily injury;
- b) wrongful detention, false imprisonment or false arrest;
- c) shock, emotional distress, mental injury;
- d) defamation, libel or slander; or
- e) wrongful entry or eviction.

Pollutants or Contaminants means any of the following:

- a) Solid, liquid gaseous or thermal irritant or contaminant;
- b) Lead or any materials containing lead;
- c) Asbestos or any materials containing asbestos;
- d) Radon;
- e) Formaldehyde or any materials containing formaldehyde;
- f) Carbon monoxide;
- g) Acids, alkalis, or chemicals;
- h) Radioactive substances; or
- i) Any other irritant including waste, vapor, fumes, or odours.

Policy means this document, including any information provided or declaration made by **you** or on **your** behalf, the **policy schedule**, any endorsements **we** have issued under this **policy**

Policy schedule means the document which proves that **you** have insurance cover under the **policy**. It lists, among other things, **your** details and details of the **residence(s)**, the **policy period**, premium, benefits and benefit limits of this **policy**.

Policy period means a period of 12 consecutive months or any other period of insurance **we** agree to cover to cover **you** for, as shown in the **policy schedule** from the effective date or renewal date of **your policy**.

Property Damage means physical damage to, destruction of, or loss of use of tangible property.

Recreational Motor Vehicle means a motorized land vehicle designed for use off public roads and not subject to motor vehicle registration by any local authority, including but not limited to;

- a) any vehicle used to solely service any **residence you** own or live at;
- b) any vehicle designed to assist handicapped persons;

- c) unregistered **motorised land vehicle(s)** in storage at **your residence**; or
- d) buggies.

Reconstruction Cost means the lesser of the amount at the time of the loss required to:

- a) restore or repair a structure; or
- b) replace or rebuild a structure at the same **residence**

with materials and workmanship of like kind and quality and includes fees from architects, surveyors and consulting engineers. It does not include any amount required for the excavation, replacement or stabilisation of land under or around a structure.

Replacement cost means:

- a) for **contents** – the full cost to replace the **contents** without **depreciation** or the amount required to repair the damage, whichever is lesser, up to the sum insured subject to the Special Limits of Insurance; and
- b) for **valuable articles** - the full cost to replace the **valuable articles** without depreciation or the amount required to repair the damage, whichever is lesser, up to the sum insured subject to the Unscheduled Per Article Limit for that class of **valuable articles**.

Residence means any of the following which is listed in **your policy schedule**:

- a) any **building** or **additions and alterations** and grounds that **you** own;
- b) any condominium or apartment that **you** own or rent; or
- c) any other property **you** own or reside in.

Stamp(s) or **coin(s)** means stamps or coins owned by **you** as a part of an individual stamp(s) or coin(s) collection and not owned by dealers or auctioneers. This includes other philatelic property, including books, pages and mountings, and other numismatic property including coin albums, containers, frames, cards and display cabinets used with **your** collections.

Silverware means items made of or plated with silver including, but not limited to trays, trophies, sterling silver items, pewter and other personal articles other than **jewellery**.

Vacant means that the **residence** has been unoccupied for more than thirty (30) consecutive days at the time of a covered loss.

Valuable Articles refers to **fine arts, collectibles, jewellery, bicycles, cameras, stamp(s) or coin(s), furs, golfer's equipment, musical instruments, silverware, wine, handbags, mobile phones, computers, and laptops**. Valuables of any other kind which **you** own or possess can only be classified as Valuable Articles with **our** prior written consent.

Watercraft means a boat or craft, its hull, machinery, fixtures, fittings, furnishings, and all other items used in the connection with navigation that is principally designed to be propelled on, over, or in the water by wind, engine power, or electric motor.

Wine means an alcoholic or non-alcoholic beverage produced through the fermentation of grapes at a recognized winery.

We, us, our and **ours** means AIG Asia Pacific Insurance Pte. Ltd..

You, your, yours and **yourself** means the person named in the **policy schedule**, and a spouse (legal or de facto) who lives with that person.

F. SUBJECT TO ENDORSEMENT



SPECIMEN



COMPLIMENTARY AIG HOMECARE SERVICES

Provided that the services are obtained via **our home assistance provider**, **you** are entitled to the complimentary **services** up to the following limits provided in the table below:

Number of Repairs for each policy period	Complimentary service amount limit per incident
4	\$150

The following **services** are available to **you** 24/7, including weekends and public holidays. **You** can arrange for the **services** by contacting **our home assistance provider** through our hotline at 6419 3008.

For the avoidance of doubt, in the event the cost of the Services exceeds \$150, any amount in excess of \$150 will be payable by **you** directly to the repairer.

You may choose to engage the repairer recommended by **our home assistance provider** at **your** discretion. **We** will not be responsible or liable for any loss or damage suffered directly or indirectly by **you** or any other party as a result of or in connection with the **services**, including any delay in the provision of the **services**.

COMPLIMENTARY EMERGENCY HOME ASSISTANCE SERVICES

A) EMERGENCY ELECTRICAL ASSISTANCE

If the following electrical problems occur within **your residence**;

- i. Blackout or power failure due to lightning and circuit overload;
- ii. Burnt fuse inside Earth Leakage Circuit Breaker ("ELCB") as a result of circuit overload; or
- iii. Malfunction / failure of wall switch;

our home assistance provider will arrange for an electrician to attend to and rectify the issue.

This service does not include:

- a. Changing of bulbs;
- b. Short-circuit due to faulty or non-approved appliances and adapters;
- c. Replacement of parts on the ELCB;
- d. Air pumps of any ponds and aquariums;
- e. Generator of fountains; and/or
- f. Any outdoor lightings, appliances and electrical supply.

There shall be a waiting period of 1 month from the effective date of **your policy** before **you** can utilize this emergency electrical assistance service.

B) LOCKSMITH

If **you** are **accidentally** locked out of **your residence** and are without any means whatsoever to obtain access into **your residence**, **our home assistance provider** will arrange for a locksmith to attend to **you**.

This service does not include:

- i. Gaining access to any locked bedroom unless a child below the age of 3 years old is **accidentally** locked alone in it;
- ii. Unlocking any automatic gate for car entrance (unless this is also the only way for you to enter to **your residence**);
- iii. Unlocking any cupboards, drawers, letterboxes, garages and storerooms;
- iv. Gaining access to any unoccupied or vacant properties; and/or
- v. Unlocking any safes.

C) PEST CONTROL

If there is an infestation of bees, termites and/or rats in **your residence**, **our home assistance provider** will arrange for a contractor and/or a pest exterminator to inspect **your residence** and/or arrange for emergency counter-measures to be effected.

This service does not include:

- i. Infestation of mosquitoes, cockroaches, spiders, ants, lizards, snakes, centipedes or any other insects and/or pests; and
- ii. Recurring termite infestations.

There shall be a waiting period of 1 month from the effective date of **your policy** before **you** can utilize this pest control service.

D) PLUMBER

If there is an **accidental** clog or choke of a water supply system, drainage system or leaking **water pipe(s)** within **your residence**, such as:

- i. bursting of or leaking water pipes;
- ii. clogged sinks, water pipes, and toilet bowls; and/or
- iii. broken or leaking cistern, water taps or faucets;

our home assistance provider will arrange for a plumber to attend to **you** and rectify the issue.

This service does not include:

- a. the cost of hacking and reinstating underground **water pipe(s)** or concealed **water pipe(s)** within walls or ceilings;
- b. the cost of any replacement parts including, but not limited to, silicon sealant, washer, flushing handle, tap, shower head, ball and cock system in the flushing cistern; and/or
- c. any repair cost to any roof or ceiling which may have been damaged by water leakage.

There shall be a waiting period of 1 month from the effective date of **your policy** before **you** can utilize this plumber service.

E) EMERGENCY AIR-CONDITIONER REPAIR

If an air-conditioner within **your residence** is non-operational, as a result of the following

- i. Air-conditioner unable to be switched on (provided that the battery of the air-conditioner remote control and the air-conditioner electrical switch have been checked);
- ii. Faulty compressor motor or fan of air-conditioner as a result of mechanical malfunction;
- iii. Gas leak; and/or
- iv. Water leakage

Our Home Assistance Provider will arrange for a repairer to undertake the repairs.

This service does not include:

- a. Repairs and/or servicing to rectify noisy air-conditioner vent or faulty ventilation duct;
- b. Repairs and/or servicing necessitated by lack of maintenance and/or servicing of the air-conditioner; and/or
- c. Subsidy of an irreparable compressor due to life span expiry of the unit.

There shall be a waiting period of 1 month from the effective date of **your policy** before **you** can utilize this emergency air-conditioner repair.

GENERAL EXCLUSIONS

1. Where **your residence** is a condominium unit that has just obtained Temporary Occupation Permit being the responsibility of the developer or structural issues in condominium unit being the responsibility of the property's managing agent or developer.
2. Loss or damage arising from the disconnection or interruption of mains service being the responsibility of the utility provider concerned or from circumstances known to **you** prior to the effective date of **your policy**.
3. Costs related to replacement of parts due to natural wear and tear and/or gradual deterioration.
4. Costs required solely to remedy damage or breakdown occasioned by attempted repair or modification by **you** or **your** duly appointed contractor.
5. Cost of repairs to any underground or concealed **water pipe(s)**.

IMPORTANT NOTICE

This Policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact AIG Asia Pacific Insurance Pte. Ltd. or visit the AIG, GIA or SDIC websites (www.aig.com.sg or www.gia.org.sg or www.sdic.org.sg).