

**The Coverage**

This Policy provides you with coverage for your property against loss or damage by fire or lightning.

You may extend coverage to the following risks by paying additional premium:

- Aircraft damage
- Earthquake and volcanic eruption
- Storm & tempest
- Flood
- Explosion
- Impact damage
- Bursting or overflowing of pipes
- Subsidence & landslip
- Riot, strike and malicious damage
- Bush/lalang fire
- Spontaneous combustion
- Sprinkler leakage
- Damage by falling trees or branches and objects

**Main Exclusions**

- Loss or damage by theft during or after the occurrence of a fire.
- Loss or damage in consequence of the burning of property by order of any Public Authority.
- Loss or damage by Subterranean Fire.
- War, Civil War and any act of Terrorism
- Radioactive and nuclear energy risks
- Loss or damage caused by pollution or contamination
- Data recognition
- Property damage to data or software

**WHAT YOU SHOULD KNOW WHEN Buying Insurance Cover for Your Property****Insured Value/Sum Insured**

Ensure your property is adequately insured at all times, and take into account the renovations and enhancements made to your property.

You should also decide on the basis of compensation for loss/damage to your property, whether it is on indemnity or reinstatement basis, and the sum insured shall reflect the choice. For reinstatement basis, sum insured should cover the cost of rebuilding your property in the event of loss/damage. You may need to seek the advice of a professional property valuer to know the estimated value of your property.

If your property is under financing and insured by the financier, you should make sure that the property is adequately insured. Usually, the coverage arranged by your financier will be for the amount of loan taken. You may therefore, want to take up additional insurance cover to better protect your interest.

It is also important to keep documents that show the proof of ownership and the value of items insured, for example, purchase receipts, photographs of your valuable items, if available, may also be very helpful in the event of a claim.

**Average Condition**

If the amount insured in your insurance policy is less than the rebuilding cost (i.e. under-insurance), you are deemed to be self-insuring the difference. The average condition will apply in the event of a claim.

Example:

The total cost to rebuild a house is RM100,000, the sum insured is RM80,000 and the loss is RM5,000. The average condition will be calculated as follows:

Sum insured:  $\frac{RM\ 80,000}{RM100,000} \times \text{Loss: } RM5,000 = RM4,000$   
Rebuilding cost: RM100,000

In the above example, we will only pay RM4,000 instead of RM5,000 for the loss. You have to bear the difference of RM1,000.

#### Payment of Premium

- Premium must be paid and received by us within 60 days from the inception date of the cover, otherwise the cover is automatically cancelled and you will still be responsible to pay the proportion of premium for the 60 days.
- It is advisable that you pay the premium directly to us, either by cash, credit card or cheque. Should you decide to pay the premium through your insurance intermediary, ensure your cheque is made payable only in the name of **Tokio Marine Insurans (Malaysia) Berhad**.
- Insist on a receipt for the premium paid to your insurance intermediary or us.
- Contact us if you have not received your policy after one month of purchase.

### WHAT YOU SHOULD KNOW When Making A Claim

If your property suffers damage/loss

- You must **notify us** in writing with full details **as soon as possible**.
- You must take the **necessary measures to mitigate further loss/worsening** of the situation.
  - If temporary repairs are required to stop further damage, you should ensure that these are carried out immediately and the bills of work carried out should be kept as part of your claim. An example of temporary repair is to use a waterproof polyethylene/plastic sheet to cover damaged area to avoid further damage by rain water.
  - If the repairs required are of a permanent nature, you should obtain estimates of the repairs required and send them to us for approval before commencing with repairs.

#### Settlement of Claims

The compensation amount depends on the basis of the cover:

- **Indemnity basis** will pay the cost of repairing the damaged property less the amount for wear, tear and depreciation; or
- **Reinstatement value basis** will pay the full cost of repairing the damaged property without any deductions being made for wear, tear or depreciation, provided that the sum covered is adequate to cover the total cost of reinstating the property.

In the absence of any special provision, the cover will be on indemnity basis. If you want to be covered on reinstatement basis, your policy should have the relevant clause attached to it.

Excesses, being the amount you have to bear before we indemnifies you, are applicable for certain perils, such as overflowing of water tanks, windstorm, earthquake and flood claims.

#### Making a Claim

- You must submit your claim with **all supporting information and documents** to us. The more information you have on the damaged items (description of each item, the date of purchase and purchase price), the easier it will be for us to assess your claim.
- You should cooperate fully with the adjusters/investigators appointed by us to assess your claim.

## HOW TO LODGE A Complaint And Redress Avenues Available



**Write to either :**

1. the Integrated Contact Centre of Bank Negara Malaysia via [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my); or
2. the insurance mediator of the Ombudsman for Financial Services.

Alternatively, you could walk in to lodge a complaint at BNMLINK (please refer to [www.bnm.gov.my/bnmlink/index.htm](http://www.bnm.gov.my/bnmlink/index.htm)) or you could take your case to court.

For more information about Tokio Marine and our products and services, please log on to our website [www.tokiomarine.com](http://www.tokiomarine.com).

Tokio Marine Insurans (Malaysia) Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.