

Glass Insurance

You can insure plate glasses in showrooms, offices and buildings under this Glass insurance policy as presently, it is common to see glass-like materials being used in the construction industry, not only for windows and doors but also as facade linings and whole glass structure.

Coverage

This policy is on “All Risks” cover basis and will indemnify you for any glass broken by fracture extending through the entire thickness of the glass as a result of an accident or misfortune not otherwise excluded by this policy. All glass shall be deemed to be plain. However, if you wish to include the value of any lettering, embossing, bending, silvering or ornamental work on the glass, such coverage have to be specifically mentioned.

The Sum Insured

Your sum insured should represent the replacement value of the plate glass and in addition, to include the value of any lettering, embossing, bending, silvering or ornamental work on the glass if insurance of such is required.

Main Exclusions

You shall not be indemnified for loss or damage arising from:

- breakage caused by fire, explosion, earthquake, volcanic eruption or flood
- dilapidations of frames or framework
- pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds
- war and related risks
- strike, riot and civil commotion
- radioactive and nuclear energy risks
- any act of terrorism

Basis of Compensation

In the event of claim, we shall indemnify you for the replacement cost of the broken glass with glass of similar quality including the reasonable cost of any necessary temporary boarding up pending the replacement of the broken glass. It is important to ensure that the sum insured is adequate to cover the total replacement cost of the broken glass, otherwise, you are considered to be self-insuring the difference and shall bear a rateable proportion of the loss accordingly.

Payment of Premium

- Premium must be made to your insurance intermediary or direct to us within 60 days from the inception of this Policy.
- Payment can be made by cash, credit card or cheques (cheques should be made in favor of **Tokio Marine Insurans (M) Berhad**)
- Insist on a receipt for the premium paid.
- Contact us if you have not received the insurance policy after one month of purchase

Duty of Disclosure

You are to disclose all material facts that you know or ought to know; otherwise this policy may be invalidated.

Contribution

If at the time of any damage to the property there be any other subsisting insurance or insurances effected by you covering the same, we shall not be liable to pay or contribute more than its rateable proportion of such loss or damage.

Excess

It is the amount of loss you have to bear for each and every claim.

WHAT YOU SHOULD DO In The Event Of Loss/Damage

Notification of Claim

You must notify us in writing with full details of the incident/accident as soon as possible within the time frame stipulated in your policy. Early notification is required to avoid any prejudice to your claim. Lodge a police report immediately if the accident is serious or involves a motor vehicle.

Submission of Claim

You must submit your claim with all supporting information and documents as requested to us and give full cooperation to the adjusters appointed by us in assessing your claim.

Duty of Disclosure of Claim Information

You must provide answers to the Claim Form truthfully as any misrepresentation or concealment will prejudice 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; 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) 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.

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