



Tokio Marine SecureHome

Section 1 - Houseowner

This section covers your building, including its fixtures and fittings, garages, walls, gates and fences, against several specified risks. You may opt to cover your property on Reinstatement Value basis or Agreed Value basis. The basis of compensation will be stated in your Policy Schedule.

Section 2 - Householder

This section covers your property against specified risks. You may opt to cover your property on First Loss basis or Full Value basis. The basis of compensation will be stated in your Policy Schedule.

Main Exclusion to Section 1 and/or Section 2

- Damage or destruction occurring while the premises is left unoccupied
- Loss or damage due to theft by your domestic servants or any member of your family
- Loss or damage to any building in the course of construction, reconstruction or repair
- Loss or damage to metal smoke stacks, awnings, blinds, signs and other outdoor fixtures and fittings including gates and fences
- Loss or damage to buildings caused by subsidence or landslip except as a result of earthquake or volcanic eruption
- Contents removed for sale or exhibition
- Damage to hand mirrors
- Loss or damage to contents consisting of deeds, bonds, bills of exchange, promissory notes, cheques, securities for money, stamps, documents of any kind, cash, currency notes, bank notes manuscripts, medals and coins, motor vehicles and accessories or livestock unless specifically mentioned in the Policy Schedule.
- All legal costs and expenses which are not incurred in or recoverable in Malaysia

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.

Section 3 - HouseCare

This section covers the following specified risks:

- a) Repair of Burst Pipe - compensation for repair or replacement cost of damaged or broken pipes due to bursting of pipes.
- b) Repair or Replacement of Doors, Locks and Windows - compensation for repair, change or replacement cost of the external doors, locks and windows caused by break-in.
- c) Domestic Assistance - compensation for the expenses of engaging domestic help/cleaning services.
- d) Emergency Assistance - compensation for the purchase of essential items should your house becomes uninhabitable for at least 3 days due to Insured perils.

Section 4 - Inconvenience Allowance

This section provides inconvenience allowance due to loss or damage by Insured perils specified in the Policy Schedule.

Section 5 - Worldwide Personal All Risks

This section covers accidental loss or damage of personnel effects specified in the Policy Schedule.

Main Exclusion to Section 5

- Loss or damage caused by disappearance, shortage shrinking, scratching, denting, rusting, wear or tear, inherent vice, deterioration of any other gradually operating cause by or moth, vermin or insects
- Loss or damage caused by any process of washing, cleaning, dyeing, restoring, maintaining, altering or repairing
- Loss or damage caused by delay confiscation or detention by Customs or order of any Government or Public or Local Authority
- Loss or damage due to mechanical or electrical breakdown or derangement
- Loss or damage to any item insured left in an unattended vehicle or left in the open
- Loss of any insured item by theft where any member of your household, domestic staff or any person lawfully on your building is directly or indirectly involved in such act.
- Loss or damage caused by tenants
- Loss or damage to clothing, footwear, curtains and household linen

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.

Section 6 - Personal Accident and Medical Expenses

This section covers You and Your Family member(s) for bodily injury caused by accidental means which injury shall solely and independently of any other cause result in death or disablement and/or necessitate medical expenses.

Main Exclusions to Section 6

- Suicide (whether sane or insane) or any attempt thereof
- Pre-existing physical or mental defect or infirmity
- Illness, diseases, infections, acquired immune deficiency syndrome (AIDS), human immune deficiency virus (HIV) and/or HIV related illnesses
- Childbirth, miscarriage, pregnancy, or any complications thereof unless caused directly or indirectly by accident
- Flying as a pilot or crew member in any aircraft other than as a fare paying passenger in an aircraft licensed for passenger service
- Criminal acts
- Professional sports activities of any kind
- Hazardous sport activities such as mountaineering involving the use of ropes, caving, parachuting, hand gliding, hunting, racing of any kind (other than on foot), scuba-diving, bungee jumping and water ski jumping
- While using wood-working machinery driven by mechanical power except portable tools applied by hand and used solely for private without reward.
- Whilst under the influence of alcohol or drugs unless the drugs was taken in accordance with proper medical prescription and directions

General Exclusion to All Section

- War, Civil War and any act of Terrorism
- Radioactive and nuclear energy risks
- Date Recognition
- Property damage to data or software

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of exclusions under this policy.

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:

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

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.

Responsibility for Purchase of Insurance

If you are buying a property from a developer and the property is under the construction stage, the insurance of the property is the responsible of the developer, You only need to insure the property upon vacant possession from the developer.

For properties with strata titles such as flats, apartments, and condominiums, it is mandatory for the Management Corporation (MC) to purchase fire insurance for the whole building. The individual unit owner is required to pay to the MC his/her respective premium portion. At the same time, if the unit is purchased through a loan, the financier would normally require the unit owner (borrower) to obtain an insurance policy for the unit, leading to a situation of double insurance.

However, if you have obtained the loan from a financial institution under Bank Negara Malaysia's supervision, borrowers will not be required to buy another insurance policy for their units. Instead, these financial institutions will accept the insurance policy already purchased by the MC subject to certain terms and conditions. In this instance, you need to obtain the individual certificate of the master policy from the MC and present it to your financial institution as evidence of insurance. If your loan is not from a financial institution under the supervision of Bank Negara Malaysia, you can negotiate with the institution concerned.

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:

- **Reinstatement value basis/Full 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.
- **Agreed Value basis** will pay the cost of repairing the damaged property as stated in the Policy Schedule and only if the rebuilding exceeds 75% of the sum insured in the event of a loss.
- **First Loss excluding average basis** will pay the cost of repairing the damaged property not exceed the first loss sum insured stated in the Policy Schedule.

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; 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.