

Property Insurance

Insurance Product Information Document

Company: Ethniki General Insurance – Cyprus

Product: Privilege Household

This document provides a summary of key information about the Privilege Household product including the description of the main coverages, exclusions, restrictions and other information related to the insurance contract. Full pre-contractual and contractual information is provided in the Terms and Conditions which are available through its insurance intermediaries.

What is this type of insurance?

This type of insurance provides cover to the Insured Property for damage due to an Insured Peril



What is insured?

Main covers

- ✓ Fire
- ✓ Lightning stroke
- ✓ Explosion
- ✓ Smoke
- ✓ Fall/Collision by aircrafts
- ✓ Collision on Buildings
- ✓ Earthquake
- ✓ Storm, Tempest, Cyclone, Tornado, Flood, Hail
- ✓ Flood caused by accumulation of water
- ✓ Theft
- ✓ Strikes, riots, civil commotion, political or labor disturbances
- ✓ Malicious acts
- ✓ Escape or overflow of water or oil
- ✓ Falling trees or branches
- ✓ Glass Breakage
- ✓ Underground water pipes, underground electrical or phone cables
- ✓ Consulting engineers and architects and removal of debris costs
- ✓ Loss of rent
- ✓ Alternative accommodation expenses
- ✓ Accidental death benefit
- ✓ Liability of the Insured as Owner or Tenant
- ✓ Home assistance

Extension of the Cover

- ✓ Unoccupied dwelling



What is not insured?

- ✗ Damage which is caused directly or indirectly by war, invasion, acts of a foreign enemies, hostilities or warlike operations, civil war, any act of terrorism
- ✗ Damage directly or indirectly caused by radioactive contamination
- ✗ Damage directly or indirectly caused by pollution or contamination
- ✗ Damage caused by pressure waves from aircrafts or other aerial devices traveling at sonic or supersonic speed
- ✗ Damage directly or indirectly caused by poor workmanship
- ✗ Damage to any property due to its confiscation, requisition or destruction by order of any government, public or local authority
- ✗ Any damage or liability occurring before cover commences
- ✗ Damage or liability caused by the insured's or the insured's family members own deliberate, willful, unlawful act
- ✗ Any damages or costs awarded against the insured in any court outside Cyprus
- ✗ Consequential damage of any nature which is not specifically covered by the policy
- ✗ Damage caused to banknotes, coins, cheques or traveller's cheques, securities of money, saving bonds, debentures, bills of exchange, manuscripts and any other documents, revenue stamps or stamps in circulation, medals and trophies
- ✗ Any damage or loss to any arbitrary additions and/or extensions to the building



Are there any restrictions on cover?

- ! The insurance covers the damages caused by an explosion, but not the damages caused to the exploded machinery or the appliances themselves
- ! The insurance covers the damage caused by fire, but not the damage caused by any gradually operating cause
- ! The insurance covers the damage caused to the buildings by collision of any vehicle or animal, not belonging to or not under the control of the insured or a member of the insured's family
- ! Damage caused by water coming through any roof due to its structural defect or inefficient insulation, openings, doors or windows left open
- ! Damage caused by frost, subsidence, landslip or heave
- ! Damage caused on fences, gates, external courtyards, tents, satellite aerials or any items of the contents, left in a shed or in the open
- ! Damage caused during repair, reconstruction and maintenance
- ! Damage caused after the house has been unoccupied for more than 31 consecutive days
- ! Any damages caused by the insured of the insured's family and/or the insured's domestic staff
- ! Damage caused by escape or overflowing of the drainage installations
- ! Cost of the repair, replacement or cleaning of the damaged pipes themselves, tanks or installations
- ! Damage due to rust, corrosion, wear and tear or structural defect of the pipes, installations or apparatus
- ! Architects and assessors fees unavoidably arising during the restoration or replacement of the buildings after this damage, but not for the preparation of any claim

- ! The insurance covers the damage caused by falling trees or branches but not the damage caused to the trees or the damage caused by the cutting of trees by the insured, the insured's family or others acting on the insured's behalf
- ! The insurance covers the damage caused by accidental breakage of the glass of doors and windows, as well as mirrors by any cause, provided that the policy covers the building, but not if the breakage occurs during or as a result of their transportation and placement
- ! Loss of rent – the payable amount shall not in any case exceed 10% of the insured sum for the building
- ! Alternative accommodation expenses – this cover is applicable only provided that a public authority or the group of experts designated by the company, declare the building inhabitable. The total amount payable under this cover in any case shall not exceed 10% of the sum insured for the building and/or the contents
- ! The company does not carry any liability in case the house is not inhabited by the insured
- ! The company does not carry any liability in case an accidental injury is caused to any family member of the insured or any other individual, who at the time of the injury was at the services of the insured
- ! The company does not carry any liability in case damage is caused to property belonging to or held by or in the control of the insured or a member of the insured's family or any other individual is at the services of the insured
- ! The company does not carry any liability in case of injury or damage relating to the profession or business of the insured, tents, boards and luminous signs which are placed on the building and do not belong to the insured
- ! The company does not carry any liability in case the damage is caused by any liability arising from an agreement, which would not arise if such agreement did not exist.



Where am I covered?

- ✓ The coverage is in force only at the risk location stated by the Insured at the insurance contract.



What are my obligations?

The Insured must:

- **During the Insurance Period:**
 - Take any necessary measures to minimize the damage and must generally act as if the building, contents and/or valuables were not insured against any insured peril
 - Inform the company of change of address or relocation of the insured property to another address other than that stated in the policy, any changes in the value of the contents or valuables, additions or alterations to the house of the insured which increased the value or the construction cost, if the house shall remain unoccupied for a period of 31 consecutive days, changes in the use of the house, changes in general which may increase the possibility of damage, any change in the ownership status of the insured property
- **In the event of a claim:**
 - Notify immediately and/or as soon as possible of the event and forward to Ethniki General Insurance (Cyprus) Ltd, as soon as it is received, any document, evident or information related to the event including any letters, of claim or otherwise, writs, warrants, summonses, etc.
 - To submit the claim form in writing no later than 31 days. Provided that in the case that a letter of claim has been sent, in accordance with the Civil Procedure Rules of 2023 as amended or replaced, at a time when the claim form has not yet been submitted to the company by the Insured, the claim form should be submitted, immediately upon notification/receipt of the letter of claim, by any means of communication, electronic or otherwise.
 - Not proceed with the repair or reinstatement of any damage, without notifying the company so that it may have the chance to survey the damage
 - Provide the company at his/her expense with such information and evidence as the company may request including written estimates of the expenses and proof of ownership and value and the incidents on the basis of which the claim arose
 - Notify the police immediately of any damage by theft or burglary, malicious acts, riot or civil commotion



When and how do I pay?

The premium is payable immediately upon delivery of the Policy Contract to you according to the premium payment clause. Premiums can be paid via the following ways:

- Credit/Debit card
- Internet Banking
- Cash
- Remittance in the bank account of Ethniki General Insurance (Cyprus) Ltd
- Automatic charge order (Direct Debit)



When does the cover start and end?

The cover is in force for the period indicated in the insurance contract.



How do I cancel the contract?

The insurance policy can be terminated at any time by giving written notice to the Insurer.