



Tiq Home Insurance

IMPORTANT NOTICE

In accordance with the Insurance Act (CAP 142), we would remind You that You must disclose to Us fully and faithfully all the facts You know or could reasonably be expected to know, otherwise You may not receive any benefit from this Policy.

GENERAL TERMS

1. This Policy, Schedule, Endorsement, online application, proposal form, declaration and attached papers together with other statements in writing, if any, are evidence of the contract between You and Us and shall hereinafter be referred to as the "Policy". The proposal made to Us in connection with this Insurance shall be the basis and forms part of this contract. The Policy is to be read as one document and any word or expression to which a specific meaning has been attached in any part shall bear the same meaning wherever it appears.
2. We shall provide the respective Insurance in the terms set out in this Policy, provided that You pay the premium in full and We agree to accept it.
3. The conditions which appear in this Policy must be complied with. Failure to comply may mean that You or the Insured Person(s) may not be able to claim under this Policy.
4. Any word denoting a singular pronoun shall also mean to include the plural.
5. Throughout this Policy, where the context so admits, words embodying the masculine gender shall include the feminine gender and vice-versa.

PAYMENT BEFORE COVER WARRANTY (APPLICABLE TO INDIVIDUAL POLICYHOLDERS ONLY)

1. The premium due must be paid to the Insurer (or the intermediary through whom this Policy was effected) on or before the inception date ("the inception date") or the renewal date of the coverage. Payment shall be deemed to have been effected to the Insurer or the intermediary when one of the following acts takes place:
 - (a) Cash or honoured cheque for the premium is handed over to the Insurer or the intermediary;
 - (b) A credit or debit card transaction for the premium is approved by the issuing bank;
 - (c) A payment through an electronic medium including the internet is approved by the relevant party;
 - (d) A credit in favour of the Insurer or the intermediary is made through an electronic medium including the internet.
2. In the event that the total premium due is not paid to the Insurer (or the intermediary through whom this Policy was effected) on or before the inception date or the renewal date, then the insurance shall not attach and no benefits whatsoever shall be payable by the Insurer. Any payment received thereafter shall be of no effect whatsoever as cover has not attached.
3. In respect of insurance coverage with Free Look provision, the policyholder may return the original policy document to the Insurer or intermediary within the Free Look period if the policyholder decides to cancel the cover during the Free Look period. In such an event, the policyholder will receive a full refund of the premium paid to the Insurer provided that no claim has been made under the insurance and the cover shall be treated as if never put in place.

Section 1 – Building

We will pay You for physical loss or damage to the Building caused by any of the Insured Perils. Our maximum liability during any one policy year in respect of this section shall not exceed in the aggregate the Sum Insured stated in the Schedule.

If You have purchased more than one policy with Building cover with Us, compensation is payable under one policy only.

Section 2 – Renovation

We will pay You for physical loss or damage to the Renovation caused by any of the Insured Perils. Our maximum liability during any one policy year in respect of this section shall not exceed in the aggregate the Sum Insured stated in the Schedule.

Section 3 –Contents

We will pay You and Your Household for physical loss or damage to Contents, caused by any of the Insured Perils. Our maximum liability during any one policy year in respect of this section shall not exceed in the aggregate the Sum Insured stated in the Schedule.

The cover provided under Section 1, 2 & 3 are operative only if shown on the Schedule.

Section 4 – Emergency Cash Allowance

In the event of an Insured Peril resulting in Your Home being 100% Uninhabitable as certified by Us, We will pay You \$5,000 as a homeowner / landlord; or \$500 as a tenant.

However, in the event of an Insured Peril resulting in Your Home being at least 50% Uninhabitable, as certified by Us, We will pay You \$2,500 as a homeowner / landlord; or \$250 as a tenant.

We will not provide any pay-out should We determine Your Home as less than 50% Uninhabitable.

Note: Approved claims will be paid out to Your personal digital wallet (e-Wallet) on TiqConnect.

Section 5 – 24-hour Emergency Home Assistance (Only applicable to plans with a Period of Insurance of 3 to 5 years)

If there is a sudden and/or unforeseen event at Your Dwelling and You are in need of Emergency Home Assistance services, the following referral and arrangement assistance services shall be available to You upon specific verbal notification by You to Etiqa Home Assistance hotline at +65 6702 2662. This hotline is available 24 hours, 7 days a week including Weekends and Public Holidays provided by AWP.

Information about the Insured and the Policy will be disclosed to AWP for the purpose of providing the Emergency Home Assistance service.

Emergency Home Assistance service

The Policy will cover You up to the limit of \$200.00 per event and up to four (4) events per annum. We shall not be responsible for any third party expenses incurred that shall be the responsibility of the Insured.

We will not be liable in any way to any person for any loss or damage suffered directly or indirectly as the direct or indirect result of any assistance services provided, including any delay in the provision of the services.

- a) Loss of or damage to data or software, but not limited to any detrimental change in data, software or computer programs that is caused by a deletion, a corruption or a deformation of the original structure, and any business interruption losses resulting from such loss or damage.
Notwithstanding this exclusion, loss or damage to data or software, which is the direct consequence of insured physical damage to the substance of property, shall be covered.
- b) Loss or damage resulting from an impairment in the function, availability, range of use or accessibility of data, software or computer programs, and any business interruption losses resulting from such loss or damage.

(m) Sanction Limitation and Exclusion Clause

We shall not be deemed to provide cover and We shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Company to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union or United Kingdom or United States of America.

Cyber Loss Absolute Exclusion Clause

Notwithstanding to the contrary in this contract, this contract excludes any Cyber Loss

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GENERAL CONDITIONS (APPLICABLE TO THE ENTIRE POLICY)

1. **Duty of Care**
You must take all reasonable steps to prevent loss or damage to property insured or prevention of injury under this Policy and to maintain such property in a proper condition.
2. **Due Diligence**
The due observance and fulfilment of the terms, conditions and endorsements of this policy by You insofar as they relate to anything to be done or complied with by You and the truth of the statements and answers in the said proposal shall be conditions precedent to Our liability to make any payment under this policy.
3. **Duty of Disclosure**
Any fraud, misstatement or concealment in respect of this insurance or of any claims hereunder will render this policy null and void and any benefit due hereunder will be or become forfeited.
4. **Fraud**
If any claim under this policy shall be in any respect fraudulent or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefit under this policy, all benefits thereunder shall be forfeited.

5. Transfer of Interest

You may not transfer Your interest in the Policy without Our written approval.

6. Free Look Period

You have fourteen (14) days from the date You receive this policy to examine the terms and conditions of the policy and may cancel the policy within the foregoing 14-day period by written request to Us in which case premiums paid will be refunded, if a claim has not been made under the policy. If the policy is sent by post, it is deemed to have been delivered in the ordinary course of post. Where the policy is so cancelled, We will have no liability whatsoever under the cancelled policy and We will be entitled to recover any expense incurred by Us in underwriting the policy. This provision is not applicable to any policies with period of insurance of less than a year and renewals.

7. Cancellation and Refund

This policy may be cancelled at any time at Your request in writing to Us and We will refund 80% of the pro-rata premium for the unexpired period, subject to a minimum retention amount of \$53.50 (inclusive of GST), provided no claims have been made under the policy.

We may also terminate the insurance by sending You seven (7) days' notice by registered letter to Your last known address and We shall be liable to refund a rateable proportion of the premium for the unexpired term from the date of cancellation.

8. Reinstatement

In the event of a claim arising from fire or any other perils other than theft, We will have the option to:

- (a) reinstate the policy and reserve the right to charge additional premium; or
- (b) reinstate the policy without additional premium; or
- (c) terminate the policy by sending seven (7) days' notice by registered letter to You at Your last known address and any unused premium upon cancellation will be refunded on pro-rate basis for the unexpired term of this policy.

In the event of a claim arising from theft, the policy Sum Insured will be reduced by the loss amount for each and every claim and shall not exceed the sum insured as shown in the Schedule. No reinstatement of the policy would then be allowed.

9. Alteration to Policy

The following alteration to increase the cover of Your Policy is allowed during the Period of Insurance:

- Increasing the Sum insured for Building / Renovation / Contents;
- Adding cover (For example, from a Building & Contents cover to a Building, Renovation & Contents cover); and
- Purchasing the add-ons attachable to Tiq Home Insurance (e.g. Multi-appliances home protector, accidental injury for pet due to insured peril, family accidental death) during the Period of Insurance.

Any alterations to the Policy will be subject to Our underwriting assessment and You may be required to pay an additional premium to reflect the change in cover.

You may contact our Customer Care hotline at 6887 8777 for any enquiries regarding the alteration to the Policy.

10. Other Insurance

If at the time of any accident which results in a claim under this Policy there is any other insurance covering the same damage or liability or any part of it, We will only pay Our ratable proportion of the claim (this does not apply to Section 13 - Family Accidental Death Protection).

If Your premises are insured by any management corporation strata title (MCST) or HDB town council, You must first send a claim to them for any loss or damage. We will only pay if the:

- (a) loss or damage is not covered by the insurance taken out by the management corporation strata title (MCST) or HDB town council; or
- (b) loss or damage is more than the limits of insurance taken out by the management corporation strata title (MCST) or HDB town council.

11. Admission Offer

No admission, offer, promise or payment shall be made by You without Our written consent who shall be entitled if it so desires to take over and conduct on Your behalf the defence of any claim or prosecution or to prosecute in Your name for Our benefit any claims for indemnity or damages or otherwise against any Third Party, and shall have full discretion in the conduct of any proceedings in the settlement of any claims and You shall at Our request and at Our expense give all information and assistance as We may require.

12. Governing Law

This policy will be governed by and interpreted in accordance with Singapore law.

13. Jurisdiction Clause

No compensation for damage will be payable unless judgments are delivered by or obtained from a competent court of jurisdiction within Singapore.

14. Exceptions to Indemnity

Notwithstanding anything to the contrary in this policy, it is agreed that the indemnity provided herein will not apply to:

- (a) Compensation for damage in respect of judgment not delivered by or obtained from a court of competent jurisdiction within Singapore; and
- (b) Costs and expenses of litigation recovered by any claimant from You, which are not incurred in and recoverable in Singapore.

15. Geographical Coverage

For Sections 1-12 except Section 6 (1), the insurance coverage is limited to loss occurring within Singapore. For Section 6 (1), the insurance coverage is worldwide excluding those within the geographical areas of USA and Canada. For Section 13, the insurance coverage is worldwide.

16. Notice of Claim

A claim must be notified to us as soon as possible and in any case within thirty (30) days after the occurrence of any event which may give rise to a claim. To report a claim, please call +65 9695 1338 or +65 8218 8521.

17. Notice Period

You shall on the happening of any specific loss to the insured person or any loss or damage to the property insured give immediate notice thereof in writing to Us and shall at Your own expense within thirty (30) days after the happening of such loss or damage deliver to Us the claim in writing with detailed particulars and proofs as may be reasonably required. In the case of loss or damage by theft or any attempt there at, You shall also give immediate notice to the Police. If We elect to reinstate any property, You shall furnish to Us all plans, specifications and quantities as We may reasonably require.

18. Sum Insured for Building, Renovations and/or Contents Cover

You must insure Your Building, Renovation and/or Contents for an amount that represents the full replacement value.

- (a) For Building and Renovation, this is the estimated cost of rebuilding or reconstruction, if the Building and Renovation were completely destroyed.
- (b) For Contents, this is the cost to replace the item on a like-for-like basis based on current market prices.

If You do not insure Your Building, Renovation and/or Contents for the right amount, We will consider that You have under-insured them.

19. Under-insurance

In the event of a claim where the Building, Renovation or Contents cover has been under-insured, You will be responsible for part of the loss or damage. We will work out the percentage based on the difference between the benefit limits as stated in the Schedule and the total actual replacement cost of Your Building, Renovation or Contents at the time of the loss or damage as calculated below:

Full and actual replacement cost Building, Renovation or Contents	-	Benefit limit of Building, Renovation or Contents shown in Schedule
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Full and actual replacement cost of Building, Renovation or Contents		

For example:

The benefit limit of Building cover shown in the Schedule - \$200,000
The benefit limit of Renovation cover shown in the Schedule - \$100,000
The benefit limit of Contents cover shown in the Schedule - \$20,000

Full and actual replacement cost of Building at the time of loss - \$400,000
Full and actual replacement cost of Renovation at the time of loss - \$200,000
Full and actual replacement cost of Contents at the time of loss - \$50,000

Your share of insurance for Building is 50% (\$200,000/\$400,000)
Your share of insurance for Renovation is 50% (\$100,000/\$200,000)
Your share of insurance for Contents is 60% (\$30,000/\$50,000)

If there is a loss or damage to the Building at \$100,000, Renovation at \$80,000 and to the Content at \$15,000, the following will apply.

You will be responsible for paying \$50,000 (50% of \$100,000) to repair, replace or reinstate the Building, \$40,000 (50% of \$80,000) to repair, replace or reinstate the Renovation, and \$9,000 (60% of \$15,000) to repair or replace the Contents.

20. Basis Of Settlement

A pair or set of items or articles is treated as one item.

We will settle Your claim, if any, either on an indemnity basis or, at Our option, new for old with provision for wear and tear deduction, if necessary.

21. Contracts (Rights of Third Parties) Act

A person who is not a party to this policy contract will have no right under the Contracts (Rights of Third Parties) Act to enforce any of its terms.

22. Burden of Proof

In any action, suit or other proceeding where We allege that by reason of the provisions of these exclusions, any loss, damage or other contingency is not insured by this insurance, the burden of proving that such loss, damage or other contingency is insured shall be upon You.

23. Proof of Value and Ownership

To help You prove any loss, We recommend that You keep receipts, valuations, photographs, instruction booklets and guarantee cards to help with Your claim.

24. Renewal

If this policy is renewed, We will provide the new terms and conditions (if these apply) for the next policy year before the start date of the next policy year.

If We did not receive any request to cancel the policy as set out in General Condition clause 7, we will take the premium using the current payment method you have chosen.

This policy will apply for as long as we can successfully collect the premium before the premium due date.

DISPUTE RESOLUTION

Any dispute arising from a matter that is related to or in connection with this Policy shall be referred to the Financial Industry Disputes Resolution Centre Ltd ("FIDReC"). This would apply as long as the dispute can be brought before FIDReC.

In the event that the dispute cannot be referred to or dealt with by FIDReC, it shall be referred to and resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre which shall be applicable at that time.

POLICY OWNER'S PROTECTION SCHEME

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 us or visit the General Insurance Association (GIA) or SDIC web-sites (www.gia.org.sg or www.sdic.org.sg).

DATA PRIVACY

Any information collected or held by Us whether contained in Your application or otherwise obtained may be used and/or disclosed to Our associated individuals/companies or any independent third parties (within or outside Singapore) for any matters relating to Your application, any policy issued and to provide advice or information concerning products and services which We believe may be of interest to You and to communicate with You for any purpose. Your data may also be used for audit, business analysis and reinsurance purposes.

Tiq Home Insurance is an insurance product which is underwritten by Etiqa Insurance Pte. Ltd.

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