

Home insurance

Insurance product information document

AS LHV Kindlustus, registered in the Republic of Estonia



This publication provides a general overview of home insurance. This document does not contain all the terms and conditions of the insurance contract proceeding from insurance interest and requirements. Complete information, including pre-contractual information and contract terms, is provided in other documents, such as offers, the Terms and Conditions of Home Insurance and insurance policies.

What type of insurance is home insurance?

Home insurance insures dwellings, the related structures and household property and financial expenses. The liability of a real estate owner or possessor and an individual's civil liability can also be insured.



What is covered?

On the basis of the insurance contract, the following may be insured objects:

- ✓ **structure** (building, apartment, infrastructure, small building). Structures are insured at restoration value or in the sum insured specified in the policy;
- ✓ **household property** (movable property located at the address specified in the policy, movable property located in small storage unit and portable movable property). In cases set out in the Terms and Conditions, monetary amounts on bank accounts and pets are also insured. The sum insured for household property is specified in the policy but note any restrictions on valuables and portable assets and location-based restrictions on movable property;
- ✓ **financial expenses** (additional covers such as substitute dwelling expenses, home loan payments and rental income forgone). Additional cover provides protection against certain financial risks if due to an insured event a dwelling has become unliveable. Financial expense shall be compensated until the unliveable dwelling has been restored, not to exceed 24 months of the date on which damage was incurred and not in an amount greater than the sum insured specified in the policy. A separate sum insured applies for each additional cover;
- ✓ **liability (real estate owner's or possessor's liability and individual's liability)**. Liability insurance covers risks that arise from property damage or personal injury claims and which are not excluded by the Terms and Conditions of Insurance. The liability insurance options are real estate owner's or possessor's liability and individual's liability. Individual's liability provides protection if damage has occurred outside the home. Additional cover for travelling abroad, pet owners and personal light electric vehicle uses can be added to the individual's liability insurance. All sums insured for liability insurances are specified in the policy.

When insuring a home, it is possible to select between selected risk insurance and total risk insurance. **Selected risk insurance** provides cover for specific risks. **Total risk insurance** covers all unexpected and unforeseeable risks not excluded in the Terms and Conditions of Insurance.



What is not covered?

The following items are not insured (a complete overview of exclusions is provided in the Terms and Conditions of Insurance):

- ✗ structures and property used for business activity;
- ✗ smart devices over two years old and desktop and laptop computers over four years old;
- ✗ motor vehicles, vessels and aircraft subject to registration, excluding cases provided for in the Terms and Conditions;
- ✗ birds, fish, other animals, plants, other living things, not including pets in cases specified in the Terms and Conditions;
- ✗ samples and prototypes, exhibit items and models of the exhibition and collections of objects;
- ✗ securities, cash and digital money.



Are there restrictions on insurance coverage?

In the case of **structure and household property** insurance, the following situations are not considered insured events (a complete overview of exclusions is provided in the Terms and Conditions of Insurance):

- ! damage that occurred over a long term;
- ! repair of substandard work or construction defect;
- ! expenses incurred in the course of maintenance or repair;
- ! leaving an item unattended or losing an item, not including in cases specified in the Terms and Conditions;
- ! damage incurred to sports equipment, tools, motor vehicles and light trailers during use thereof;
- ! damage incurred to property temporarily (for maximum 30 days, e.g. hired or rented) in the use of the insured.

In the case of **liability insurance**, claims arising from the following are not considered insured events (a complete overview of exclusions is provided in the Terms and Conditions of Insurance):

- ! real estate claims not related to the insured location specified in the policy;
- ! contractual relations;
- ! economic or professional activities;
- ! acts committed by the insured person intentionally and/or while intoxicated;

- ! non-material and purely economic damage, not including in cases specified in the Terms and Conditions;
- ! damage caused to property in the possession of the insured that was borrowed, rented, leased or otherwise taken into use.



Where am I insured?

- ✓ The insurance coverage is valid at the address specified in the policy. Portable property is insured worldwide. Individual's liability insurance is valid in the area specified in the policy.



What are my responsibilities?

- Submit complete and correct information to LHV prior to conclusion of the insurance contract.
- Pay insurance premiums by the due date and in the amount specified in the policy.
- Avoid increasing the insurance risk and do not allow persons who use the insured property to increase it.
- Notify LHV immediately of any increase in the insurance risk – for example, in the event of changes compared to the provisions set forth in the insurance contract or in connection with transfer of the insured object.
- Make all efforts to prevent an insured event from occurring and to reduce potential damage.
- Notify LHV of a loss event promptly, within no more than five days of the occurrence of the loss event or of learning of the loss event.
- Provide LHV with complete and correct information regarding the loss event.
- Allow LHV to investigate the circumstances of the insured event.



When and how do I pay?

Pay the insurance premium or instalments thereof in the amount and by the due date specified in the policy by bank transfer on the basis of the invoice or by e-invoice standing order on the basis of a contract.



When does the insurance cover start and end?

Insurance cover starts on the date specified in the insurance contract, provided that the first premium payment has been paid.

Insurance cover ends on the date specified in the insurance contract. The insurance cover may also end before the date specified in the insurance contract if it is cancelled.



How can I terminate the insurance contract?

If you concluded the insurance contract **by means of telecommunications**, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing by email to addressindlustus@lhv.ee. If you withdraw from the insurance contract, LHV will refund the insurance premium. If LHV has provided immediate insurance cover, you do not have right of withdrawal.

If you concluded the insurance contract **for more than one year**, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing. If you withdraw from the insurance contract, LHV will refund the insurance premium.

By agreement between the parties, the insurance contract may be terminated at any time before the end of the insurance period. To do so, submit an application to LHV to the e-mail address kindlustus@lhv.ee in a form that can be reproduced in writing, specifying the name of the recipient of the refund of the paid insurance premium and the current account number. If you do not indicate the end date of the insurance contract in your application, LHV will terminate the contract on the day after delivery of the application.

If the insurance contract is terminated during the insurance period, LHV will refund the unearned part of the insurance premium.

An insurance contract cannot be terminated retroactively.