

Home Insurance

Insurance Product Information Document

Company: CROMAR S.A. – Coverholder at LLOYD'S

Product: Secure Home All Risks Royal

Registered in Greece. Authorised and regulated by the Bank of Greece: register number 207659



This Insurance Product Information Document provides a summary of the main coverage and exclusions and is not personalized to your specific individual needs. Complete pre-contractual and contractual information is provided in the full policy documentation.

What is this type of insurance?

This is a product designed to cover losses, claims and/or damages to the buildings or contents of your home.



What is insured?

- ✓ Buildings and contents of permanent and vacation residences with a total insured amount of more than € 300.000. Please check your policy schedule for details regarding the cover you have selected and the amount insured.

HOME INSURANCE (All Risks)

- ✓ Physical loss of or physical damage to the buildings and/or contents of your home, including from: accidental loss, accidental damage, flood, storm, tempest, escape of water, theft, fire, lightning, impact, terrorism, strikes, riots, civil commotions.

EXTENSIONS

- ✓ Architects, engineers and state authorities fees
- ✓ Debris removal expenses
- ✓ Damages to contents during transportation following compulsory temporary relocation
- ✓ Ecological building materials expenses up to € 3.000 for partial losses and € 50.000 for total losses above the total amount insured
- ✓ Expenses arising from damage detection, loss of fuels and water from breakage, overflow and leakage of pipes, up to € 5.000
- ✓ Damages during renovation or internal decorations works with a budget of up to € 50.000
- ✓ Expenses for temporary relocation, stay and storage expenses up to 12 months and up to € 50.000
- ✓ Expenses relating to avoiding future losses up to 5% of the claim amount
- ✓ Expenses or damages sustained due to forcible / violent entry in an emergency of up to € 3.000
- ✓ Underinsurance protection up to 10% of the total insured amount

Extra COVERS, if Contents are insured

- ✓ Mobile equipment (garden furniture etc.) in an outdoor & fenced area of the house up to € 50.000
- ✓ Expenses related to items of the Insured which are stored in third-party warehouses up to 10% of the contents insured amount
- ✓ Students personal possessions up to € 5.000 and visitors' personal possessions up to € 1.000
- ✓ Newly acquired items up to 25% of the contents insured amount
- ✓ Business related contents of the Insured up to € 10.000
- ✓ Items belonging to relatives who require care up to 10% of the contents' insured amount
- ✓ Deterioration of food up to € 500
- ✓ Damages from pets up to € 3.000
- ✓ Loss of ID card, passport, driving license, vehicle license, work & residence permit up to € 1.000
- ✓ Increase of contents insured amount up to 10% during Christmas season and during a wedding event
- ✓ Electrical and electronic equipment all risks cover up to € 10.000
- ✓ Contents of uninsured home up to € 3.000
- ✓ Increase in the value of a work of art following an artist's death up to 200% of the insured amount and up to € 150.000

SPECIALLY INSURED ITEMS

- ✓ Works of Art
- ✓ Accidental breakage of crystal items, porcelains, sculptures, mirrors, dinnerware up to € 5.000
- ✓ Cash, money, cheques of any kind, gold, silver, platinum, gold bars up to € 3.000
- ✓ Boats, dinghies and surfboards up to € 7.500
- ✓ Caravans and trailers up to € 5.000
- ✓ Objects from precious metals (gold, white gold, silver, gold-plated, silver-plated etc. excluding jewelry) up to € 15.000*
- ✓ Furs, leathers, personal or travel bags up to € 3.000*
- ✓ Collections of coins, medals, stamps up to € 3.000*
- ✓ Jewelry (anywhere within Greece) up to € 1.000*

*The above limits may be increased by special agreement

OPTIONAL COVERS

- ✓ Loss of rent up to the amount declared
- ✓ Earthquake, fire due to earthquake and/or shock caused by earthquake
- ✓ Soil subsidence, landslide and/or ground heave (combined with earthquake cover)

THIRD PARTY & EMPLOYER'S LIABILITY

EXTENSIONS

- ✓ Liability arising in your capacity as an owner or lessor.
- ✓ Material damages to neighboring property due to fire, short circuit, explosion, breakage or leakage of water / sewage pipes
- ✓ From and during renovation, decoration and repair works within the total insured amount up to € 50.000

PERSONAL ACCIDENT COVER

- ✓ Death up to € 40.000
- ✓ Permanent total disablement up to € 40.000
- ✓ Permanent partial disablement % of € 40.000
- ✓ Medical – pharmaceutical expenses up to € 2.500
- ✓ Urgent healthcare transportation for hospitalization due to accident and repatriation expenses (in case of death) up to € 500
- ✓ Expenses for necessary modifications in your residence due to permanent total disablement following accident up to € 15.000



What is not insured?

HOME INSURANCE

- ✗ Theft of contents during transport or while located outside the home / residence.
- ✗ Theft with the use of master key or lost keys as well as theft without evident signs of forcible entry or use of violence.
- ✗ Mysterious / unexplained disappearance.
- ✗ Volcanic eruption, hurricane, cyclone, tsunami or other violent atmospheric / geological phenomena & their consequences.

THIRD PARTY AND EMPLOYER'S LIABILITY

- ✗ Accidents by intent, illegal act or criminal offense or during intoxication or under the influence of drugs.
- ✗ Accidents / damages caused by cars, bicycles, mopeds, other land, sea and air vehicles.
- ✗ Damages to items which do not belong to, but are in your care, custody and control.
- ✗ Accidents / damages to transported items.
- ✗ Accidents / damages caused by sewage installations in buildings which have been constructed more than 25 years ago except if the entire sewage installations have been replaced in the last 25 years prior to the occurrence of the damage.

PERSONAL ACCIDENT

- ✗ Suicide or attempted suicide or intentional self-injury.
- ✗ Accidents occurring when you are under the influence of intoxicating or narcotic substances, alcoholic beverages etc.
- ✗ Cosmetic or plastic surgery operations or treatments.

GENERAL EXCLUSIONS

- ✗ Animals, rodents, parasites, insects, humidity, drought, erosion, rust, contraction, evaporation, weight loss, light exposure, wet or dry rot, change in smell, texture, finish, taste, color, composition or polish.
- ✗ Deliberate act and / or gross negligence, willful misconduct, breach of trust, dishonest/criminal acts or intentional omission and misappropriation or illegal removal of any item.
- ✗ Electronic risks, cyber risks, system malfunctions, virus transmissions etc.
- ✗ Direct and/or consequential damages/losses, as a result of pandemics, epidemics and communicable diseases in general.
- ✗ Damages due to construction, demolition, renovation works etc., except for works falling under the relevant budget limit.
- ✗ Loss of income or consequential loss in any form, e.g. inability to lease the home, following an insured risk.



Are there any restrictions on cover?

- ! The surrounding outdoor area (trees, plants, bushes, lawns) of the house is covered only for fire, lightning, explosion, falling of aircraft, impact of third party vehicle, theft or attempted theft, vandalism, malicious acts up to 10% of the amount insured, with a maximum limit for each element that makes up the surrounding area the sum of € 2.000.
- ! Coverage is provided subject to safety measures being in existence, depending on the insured amount and whether the house is a permanent residence or a vacation residence.
- ! Earthquake coverage is provided to buildings constructed after 1960, unless the buildings have undergone static reinforcement.
- ! Buildings are insurable if constructed out of concrete, bricks, stone, with a terraced roof, unless otherwise agreed.
- ! Buildings are insured at current replacement value.



Where am I covered?

- ✓ In the risk location at which the insured residence is located, within Greece.



What are my obligations?

- You will have to pay the first part of some claims (the deductible). Refer to your schedule and policy for details
- You must check your policy documentation when you receive it to make sure you have the cover you need and expect
- You must pay the premium when required
- You must tell us about any incidents connected to this insurance as soon as possible, whether or not related to a claim
- You must give us the information we need and tell us if any of your information is wrong or of any changes that may change / deteriorate the risk



When and how do I pay?

Payment must be made directly to Cromar SA. either in full or in instalments (if premium amount allows for payment in instalments), on the date agreed at the beginning of your insurance policy or for each instalment.



When does the cover start and end?

Cover starts after you have accepted our terms and agreed to pay the premium. As shown in the Schedule, it will last for 12 months from your policy start or renewal date, unless it is cancelled by you or us before it ends. Cover always starts and ends at 12:00 Noon.



How do I cancel the contract?

- You can cancel cover at any time by contacting us and pro-rata premium will be calculated.
- There will be no refund if a covered incident has occurred.
- Refer to the Insurance Policy for full details of cancellation terms.