

## Geek Insurance

### YOUR GEEK INSURANCE POLICY

Here is Your Geek Insurance Policy. Please examine this insurance Policy to ensure that You understand the terms and conditions and that the cover You require is being provided. It is important that the documents and any amendments are read together to avoid misunderstanding.

If You have any questions after reading these documents, please contact Your insurance agent, broker or Us. If You need to change anything, please contact Us immediately.

### IMPORTANT NOTICE

All information provided in Your application form, including declarations made over the phone or internet, forms the basis of this Policy. You must answer all the questions in Your application accurately and tell Us everything You know or could reasonably be expected to know that is relevant to Our decision to give You the insurance. Otherwise You may receive no benefit from the Policy.

### HOW YOUR INSURANCE POLICY OPERATES

This Policy is a contract of insurance between You, Our Insured named in the Policy Schedule and Us, the Company.

This policy, the application, declaration or any statement of facts, any clauses endorsed on the Policy, the Policy Schedule and any changes highlighted in Your renewal notice form the contract of insurance between You and Us.

The insurance We provide in this Policy is subject to the terms, conditions, exclusions contained in this policy, the Policy Schedule and any Endorsement to this Policy (hereinafter collectively referred to as the "Terms of this Policy").

In consideration of Your paying to Us the required premium, We agree to indemnify You in the manner and to the extent described in the Policy, in respect of events occurring during the Period of Insurance, or any subsequent period for which You pay and We accept the required premium.

### POLICY DEFINITIONS AND INTERPRETATION

This policy and the Policy Schedule shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Policy Schedule shall bear such meaning wherever it may appear.

#### **"Accident/Accidental"**

A specific event, which is sudden, unforeseen and unexpected and gives rise to a result, which is not intended or anticipated.

#### **"Benefit Limit"**

The Maximum Benefit Payable as stated in the Coverage Outline of the Policy Schedule.

#### **"Bodily Injury"**

Injury resulting solely and directly from Accident and does not include any medical condition, sickness or disease, or any naturally occurring condition, or the result of any gradually operating cause.

#### **"Company/We/Us/Our"**

HL Assurance Pte. Ltd.

#### **"Domestic Helper"**

A helper employed by You and residing with You at Your Home.

#### **"Effective Date"**

This Policy shall become effective and commence on the date specified in the Policy Schedule.

#### **"Expiry Date of the Policy"**

The last day of each monthly period starting from the Effective Date of the Policy stated on the Policy Schedule where Our liability thereunder shall only be extended upon payment of the monthly premium as applicable.

#### **"Family Member(s)"**

Your legal spouse, biological child, legally or adopted child and any immediate family members permanently residing with You at Your Home.

#### **"Gaming and Memorabilia Collectibles"**

Means Your collectible card games and trading cards, comics, figurines, video games, game consoles, and autographed memorabilia.

#### **"Home"**

The Insured Property in the Policy Schedule which is the building occupied as a private dwelling for domestic purposes, constructed of bricks and/or concrete.

**“Household Contents”**

All description of household goods, and Personal Effects situated in Your Home which belong to You and Your Family Member(s), which You are legally liable.

However, “Household Contents” do not include:

1. motor vehicles, caravans, trailers, aircraft or watercraft, or spare parts and accessories while attached to or in any of them;
2. any part of the structure of Your Home;
3. livestock, pets and animals;
4. contact or corneal lenses;
5. property used for business trade or professional purposes unless specified in the Policy;
6. aerial devices, antenna, satellite dish and any property in the open;
7. securities, deeds, bonds, bills of exchange, stamps or coins collection, share certificates, Money, credit cards, other negotiable instruments, document, computer software and data files;
8. fixed glass and mirror;
9. plants and living creatures;
10. property of tenants, roomers, boards or paying guests if property is let or tenanted.

**“Insured/You/Your”**

The Person named as Insured in the Policy Schedule.

**“Money”**

Current legal tender bank or currency notes, crossed cheques, postal and money orders belonging to You, kept in Your Home and used solely for private, social and domestic purposes.

**“Period of Insurance”**

The period up to and including the Expiry Date of the Policy during which the Policy is effective and has not been cancelled or otherwise terminated and shall only be extended upon payment of the monthly premium as applicable.

**“Personal Effects”**

Means items of personal use, worn or carried by You.

**“Personal Electronic Devices”**

Means electronic devices and telecommunications equipment such as mobile phones, tablets, laptop computers, desktop computers, and broadband modems.

**“Permanent Total Disablement”**

Means disablement that solely directly and totally renders You unable to engage in any occupation for the remainder of Your life as determined in writing by way of a medical report issued by a Registered Medical Practitioner, such medical report to be issued only after You were unfit to work for a period of twelve (12) continuous months from the date of the Bodily Injury as proven by medical certificates to that effect.

**“Policy”**

This policy, Your application form, Your declarations, the Policy Schedule and any Endorsements We have issued under this policy.

**“Pre-Existing Medical Condition”**

Any condition for which You had prior knowledge of or has received medical advice, treatment, diagnosis,

consultation or prescribed drugs within twelve (12) months preceding the Effective Date of this Policy.

**“Registered Medical Practitioner”**

A person qualified by degree in western medicine and duly licensed or registered with the relevant medical board or council to practice medicine and surgery in the geographical area of his practice, and who in rendering such services is practicing within the scope of his licensing and training. The attending Registered Medical Practitioner shall not be an Insured Person, Your employee, Your spouse or Your relative.

**“Renovations, Fixtures and Fitting”**

Improvements and additions within Your Home installed by You as owner or by any former owner of Your Home in the form of fixtures and fittings excluding all other permanent fixtures and fittings which were originally part of Your Home when it was transferred by the developer or builder to the first owner of Your Home.

**“Unoccupied”**

Your Home has not been lived in by You or by any other person with Your permission for thirty (30) consecutive days.

**“Uninhabitable”**

Your Home is assessed by Us or Our appointed assessor/surveyor to be unfit to live in, unable to be occupied in, unliveable or tenantable.

**“Utility Bills”** means the billing statement indicating the charges incurred by You for the utilization of electricity, gas and water supplied by a Singapore utility retailer/provider.

**“Valuables”**

Means curios, pictures or other work of art, furs, jewellery, jades, gemstones, watches, gold or silver objects, antiques and the like.

**INSURED EVENTS**

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Notwithstanding anything stated to the contrary in this Policy, this Policy covers loss, damage or destruction to Your Home herein directly caused by any of the undermentioned Insured Events:

1. **Fire, explosion, lightning or thunderbolt** but excluding:
  - a. arcing, sparking, scorching or heat damage where there is no flame; or
  - b. irregularities in the power supply.
2. **Hurricane, cyclone, typhoon, windstorm or flood but excluding loss, damage or destruction:**
  - a. by subsidence, landslip or erosion;
  - b. to goods in the open.

For the purposes of this endorsement flood shall mean the over-flowing or deviation from their normal channels of either natural or artificial water courses, bursting or overflowing of public water mains and any

other flow or accumulation of water not originating from flows or accumulations in or on Your Home.

**3. Bursting, leaking, discharging or overflowing of water pipes**

Water discharged overflowing or leaking from any pipes, water systems, roof, roof gutters and downpipes, installed in or on Your Home but excluding loss, damage or destruction caused:

- a. by water discharged or leaking from sprinkler or drencher installations at Your Home or due to fire or the extinguishing of fire;
- b. by seepage;
- c. by failure of or inadequacy of or other defect in:
  - i. any water pumping apparatus used for the purposes of discharging water from any basement or sump; or
  - ii. any water apparatus especially fitted or installed for trade purposes or processes;
- d. to water apparatus;
- e. directly or indirectly by subsidence, landslip or erosion;
- f. whilst Your Home is left Unoccupied.

Provided that We shall not be liable for the first \$100 of each and every loss under this Insured Event.

**4. Earthquake, earthquake shock, subterranean fire or volcanic eruption**

**5. Impact by aircraft and other aerial or spatial devices** and articles dropped therefrom.

**6. Riot which shall mean:**

- a. the act of any person taking part together with others in any disturbance of the public peace (whether in connection with a strike or lock-out or not);
- b. the action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimizing the consequence of any such disturbance.

Provided We shall not be liable for loss, damage or destruction resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation.

**7. Malicious act**

Malicious act of any person (whether or not in the course of a disturbance of the public peace), but excluding loss, damage or destruction:

- a. to goods in the open; or
- b. in the course of burglary, housebreaking, theft or any attempt threat or caused by any person taking part therein;
- c. resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation.

**8. Theft, attempted theft or burglary**

Theft, attempted theft or burglary accompanied by violent or forcible entry into Your Home by any person other than Your Family Member(s) or any other person living in Your Home.

**THE BENEFITS**

**Section 1. Household Contents, Renovation, Fixtures and Fittings**

We will pay up to the Benefit Limit, for the loss of or damage to the Renovation, Fixtures and Fittings, and Household Contents including Valuables belonging to You and/or Your Family Member(s), arising out of an Insured Event covered by this Policy.

**Limits of Indemnity Applicable to Section 1**

- 1. Our maximum liability in the aggregate for all claims (including Additional Benefits) in respect of Section 1 shall not exceed the Benefit Limit.
- 2. For the following Household Contents, We will pay You the Sub-Limit as shown in the table:

	Household Content	Sub-Limit
1	Valuables, and/or Gaming and Memorabilia Collectibles	\$2,500 per one article and up to \$9,000 in total
2	Musical instruments	\$2,500 per one article and up to one-third of the Benefit Limit under Section 1
3	Photographic equipment	
4	Bicycle/Pedal Cycle	
5	Sporting and fishing equipment	Up to \$1,000 in total
6	Personal Electronic Devices	

- 3. Where any insured item under Section 1 consists of articles in a pair of set, We will not pay more than the value of any particular part or parts which such article or articles, may have as part of such pair or set; no more than a proportionate part of the insured value of the pair or set.

**Exclusions Applicable to Section 1**

We will not pay for:

- 1. loss or damage while Your Home or any part is:
  - a. Unoccupied for more than thirty (30) consecutive days.
- 2. loss or damage due to:
  - a. wear and tear, mildew, rot, corrosion, rust, gradual deterioration, insects and vermin or the action of light;
  - b. dyeing, repairing or restoring;
  - c. domestic animals owned by, and/or in the care, custody and control of You and/or Your Family Member(s)
  - d. any heating or drying process;
  - e. breakage of sports equipment while in use;
  - f. mechanical or electrical breakdown;
  - g. inherent fault or defective workmanship, material or design;
  - h. infidelity or dishonesty on the part of You or any of Your Family Member(s), relatives, parents, siblings or Domestic Helper permanently residing with You or any of Your employees;
  - i. malicious acts committed by You or any of Your Family Member(s), relatives, parents, siblings or

Domestic Helper permanently residing with You or any of Your employees.

3. loss or damage to films, tapes, cassettes, cartridges or discs other than for their value as unused material, unless purchased pre-recorded, when We will pay up to the maker's latest list price;
4. consequential loss or damage of any kind.

**Additional Benefits**

**Temporary Storage**

We will pay up to the Benefit Limit for loss or damage to Household Contents arising out of an Insured Event covered by this Policy and temporarily removed from Your Home for up to thirty (30) days, provided they are kept in a secured premise anywhere in Singapore.

We will not pay for loss or damage to property:

- a. whilst in transit;
- b. whilst being removed for sale or exhibition or to furniture depositories;
- c. whilst left in an unattended vehicle;
- d. by theft unless it involves violence and forcible entry to or exit from a building.

**Section 2. Bill Protector**

If You sustain Bodily Injury caused by an Accident and which within three (3) calendar months from the date of the Accident is the sole and independent cause of the Death or Permanent Disablement, We will pay You up to the Benefit Limit for the Utility Bills payable by You.

**Section 3. Accidental Death & Permanent Disablement**

If You and/or Your Family Member(s) sustain Bodily Injury caused by an Accident anywhere in the world and which within twelve (12) months from the date of the Accident is the sole and independent cause of death or permanent disablement as defined in the table of Events set out below in this section, We will pay You in accordance with the Percentage of Benefit as shown below against each Event, up to the Benefit Limit:

Events	Percentage of Benefit
1 Death	100%
2 Permanent Total Disablement	100%
3 Total and permanent loss of all sight in both eyes	100%
4 Total loss by physical severance or total and permanent loss of use of:	
(a) one or two limbs	100%
(b) one or two hands	100%
(c) arm above the elbow	100%
(d) arm at or below the elbow	100%
(e) leg above the knee	100%
(f) leg at or below the knee	100%

The following age restrictions applies for Section 3:

- (a) You and Your spouse are between the age of eighteen (18) years to sixty-five (65) years old;

- (b) Your child(ren) are above six (6) months but below twenty-one (21) years old or up to twenty-three (23) years of age if studying full time in a recognized institution of higher learning.

The maximum liability under this section shall be limited to \$5,000 for any one Accident and in the aggregate.

**Exclusions Applicable to Section 3**

We will not pay compensation for:

1. Injury caused by You and/or Your Family Member(s) engaging in:
  - a. air travel, flying or other aerial activities except travelling as a fare paying passenger in a properly licensed, regular scheduled commercial airline operating between established and licensed commercial airports.
  - b. any trade, technical or sporting activity or as crew in connection with an aircraft and/or vessel.
  - c. motorcycling (as rider or pillion).
2. Injury caused by You and/or Your Family Member(s) engaging in or practising the following activities:
  - a. rafting or canoeing involving white water rapids, bungee jumping, jet skiing, underwater activities involving artificial breathing apparatus such as compressed air or gas, ski racing, backcountry skiing or off-piste skiing, ski jumping, hang gliding, parasailing, parachuting, the use of bobsleigh or skeleton, hunting, pot-holing, mountaineering or rock climbing that ordinarily requires the use of ropes or guides.
  - b. any kind of race or sport being engaged in professional capacity or where You would or could earn any remuneration, donation, sponsorship, award or certificate of any kind from engaging in such kind of sport, racing other than on foot or trial of speed or reliability.
  - c. naval, military, air force, civil defence or Police services or operations.
  - d. testing of any kind of conveyance, being employed as a manual worker, whilst engaged in off-shore or in mining, aerial photography or handling of explosives, ammunitions or firearms.
3. Injury caused by
  - a. Suicide or attempted suicide, self-injury or willful exposure to peril (other than in an attempt to save human life).
  - b. Pregnancy, miscarriage, abortion or childbirth
  - c. Infectious disease, venereal disease, HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or any mutant derivatives or variations of this however caused.
  - d. Mental and nervous or sleep disorders, including but not limited to insanity or any

diagnosed psychological or psychiatric disorder, anxiety or depression.

- e. Any Pre-Existing Medical Conditions or pre-existing physical or mental defect or infirmity.
- f. You and/or Your Family Member(s) being under the influence of drugs (other than those prescribed by a Registered Medical Practitioner but not when prescribed for the treatment of drug addiction).
- g. You and/or Your Family Member(s) being under the influence of alcohol, unless it can be established to Us with reasonable satisfaction by any claimant that alcohol was not a factor contributing to the happening of the Injury.
- h. any willful, malicious, criminal or unlawful acts committed by You and/or Your Family Member(s) or any person acting on Your behalf.

## **GENERAL CONDITIONS** **(Applicable to the entire Policy)**

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### **1. Arbitration**

If there is any dispute as to the amount to be paid under this Policy (liability being otherwise admitted) such dispute shall be determined by arbitration in accordance with the statutory provisions on arbitration in that behalf for the time being in force. It is hereby expressly stipulated that it shall be a condition precedent to any right of action or suit upon this Policy that an arbitration award shall be first obtained.

Unless any such action or suit be commenced within six (6) months of the making of an award We shall not be liable to make any payment in excess of the amount of the award.

### **2. Cancellation of the Policy**

The Policy may be cancelled by You by giving notice to Us in writing. For monthly premium payment, there will be no refund on the premium paid. Your Policy will continue to provide coverage up to the next date on which Your premium is due.

### **3. Contract (Rights of Third Parties) Act 2001**

A person who is not a party to this Policy shall have no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of its terms.

### **4. Declaration**

The validity of this Policy is subject to the condition precedent that:

- a. for the risk insured, You have never had any insurance terminated in the last twelve (12) months due solely or in part to a breach of any premium payment condition; or
- b. if You have declared that You have breached any premium payment condition in respect of a previous policy taken up with another insurer

in the last twelve (12) months:

- i. You have fully paid all outstanding premium for time on risk calculated by the previous insurer based on the customary short period rate in respect of the previous policy; and
- ii. a copy of the written confirmation from the previous insurer to this effect is first provided by You to Us before cover incepts.

### **5. Due Observance**

The conditions that appear in the Policy or in any Endorsements are part of the contract and must be complied with. The due observance and compliance of these conditions by You and the truth of the statements and answers in the proposal form shall be conditions precedent to any liability of Us to make any payment under this Policy.

### **6. Duty of Care**

You must take all reasonable steps to prevent injury, loss or damage to Your Home which may give rise to a claim under this Policy and to maintain such insured property in a proper condition.

### **7. Free Look Period**

If this policy has been issued and for any reason whatsoever you shall decide not to take up the policy, you have the right to cancel your insurance without penalty, by notifying us in writing within fourteen (14) days from the date of receipt of the policy document. We will refund the premium paid unless you have made a claim or an event/incident has occurred and is likely to give rise to a claim. Free look period is not applicable for renewals.

### **8. Forfeiture**

If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices are used by You or any one acting on Your behalf to obtain any benefit under this Policy or if the loss destruction or damage of the property insured be occasioned by the wilful act or with the connivance of You or anyone acting on Your behalf all benefits herein shall be forfeited.

### **9. Insurers' Rights After a Loss**

On the happening of any loss destruction or damage to Your Home, We may:

- (a) enter and take and keep possession of the building or premises where the loss or damage has happened as well as to conduct investigations into the loss destruction damage as the case may be;
- (b) take possession of or require to be delivered to them any of Your property in the building or on Your Home at the time of the loss or damage;
- (c) keep possession of any such property and examine sort arrange remove or otherwise deal with the same;

- (d) sell any such property or dispose of the same for account of whom it may concern.

The powers conferred by this condition shall be exercisable by Us at any time until notice in writing is given by You that they make no claim under the Policy or if any claim is made until such claim is finally determined or withdrawn and We shall not by any acts done in the exercise or purported exercise of their powers hereunder incur any liability to You or diminish their right to rely upon any of the conditions of this Policy in answer to any claim.

If You or any person on Your behalf shall not comply with the requirements of Us or shall hinder or obstruct Us in the exercise of their powers hereunder all benefits under this Policy shall be forfeited.

You shall not in any case be entitled to abandon any property to Us whether taken possession of by Us or not.

#### **10. Jurisdiction Clause**

Notwithstanding anything stated herein to the contrary, the indemnity provided by this Policy shall not apply in respect of judgments which are not in the first instance delivered by or obtained from a court of competent jurisdiction within the Republic of Singapore nor to orders obtained in the said court for the enforcement of judgments made outside the Republic of Singapore whether by way of reciprocal agreements or otherwise.

#### **11. Legal Personal Representative**

The terms provisions exceptions and conditions of this Policy, so far as applicable and with any necessary modifications, shall apply to Your legal personal representative.

#### **12. Misrepresentation/Fraud**

If Your answers and declaration in the proposal form is untrue in any respect or if any material fact affecting that risk be incorrectly stated herein or omitted therefrom or if this insurance, or any renewal thereof shall have been obtained through any misstatement, misrepresentation or suppression or if any claims made shall be fraudulent or exaggerated or if any false declaration or statement shall be made in support thereof then in any of these cases this insurance shall be void from the Effective Date.

#### **13. Other Insurances**

You shall give notice to Us of any insurance or insurances already effected, or which may subsequently be effected, covering any of Your Home and unless such notice be given and the particulars of such insurance or insurances be stated in or endorsed on this Policy by or on behalf of Us before the occurrence of any loss or damage, all benefits under this Policy in respect of the Insured Home shall be forfeited.

If at the time of any Accidental loss, damage or injury which results in a claim under this Policy there is any other insurance covering the same damage or liability or any part of it whether effected by You or by any other person or persons, We shall not be liable to pay or contribute more than its ratable proportion of such loss, damage or injury.

#### **14. Payments of Benefits**

All benefits payable under this Policy shall be paid to You or Your legal representative or Your beneficiary (if any), or otherwise to Your estate in the event of Death. Any payment made by Us in accordance with this condition shall in all cases be deemed final and a complete discharge of all Our liability.

#### **15. Premium Before Cover Warranty**

a. The premium due must be paid to the Us (or the intermediary through whom this Policy or Bond was effected) on or before the effective date ("the effective date") or the renewal date of the coverage. Payment shall be deemed to have been effected to Us or the intermediary when one of the following acts takes place:

- i. Cash or honoured cheque for the premium is handed over to Us or the intermediary;
- ii. A credit or debit card transaction for the premium is approved by the issuing bank;
- iii. A payment through an electronic medium including the internet is approved by the relevant party;
- iv. A credit in favour of Us or the intermediary is made through an electronic medium including the internet.

b. In the event that the total premium due is not paid to the Us (or the intermediary through whom this Policy or Bond 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 Us. Any payment received thereafter shall be of no effect whatsoever as cover has not attached.

c. Premium Payment

- i. The payment of the premium when it is due will ensure the continuance of the Policy in force until the next premium is due;
- ii. This Policy will be renewed upon the payment of the premium when it is due on a monthly period as applicable and stated in the Policy Schedule unless prior written notice of cancellation has been given in accordance with General Condition 2 or the Policy has otherwise been terminated.

#### **16. Personal Data Use**

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.

#### **17. Sanction Limitation and Exclusion Clause**

Notwithstanding any provision to the contrary within this Policy or any endorsement thereto, this insurance shall, in no case, be deemed to provide cover and 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.

#### **18. Settlement of Claim / Conduct of Defence**

No admission offer promise or payment shall be made by or on behalf of You or any person claiming to be indemnified without the written consent of Us which shall be entitled if it so desires to take over and conduct in Your name or such person the defence or settlement of any claim or to prosecute in Your name or such person for its own benefit any claim for indemnity or damage or otherwise and shall have full discretion in the conduct of any proceedings and in the full settlement of any claim and You and such person shall give all such information and assistance as We may require.

#### **19. Subrogation**

You shall at the expense of Us do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by Us for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which We shall be or would become entitled to or subrogated upon its paying for or making good any loss destruction or damage under this Policy whether such acts and things shall be or become necessary or required before or after their indemnification by Us.

#### **20. Time Limit of Commencement of Action or Suit**

If an action or suit is not commenced within twelve (12) months after the arbitration award is made under Condition 12 of this Policy or within twelve (12) months from the date of disclaimer in the case where We disclaims policy liability, We shall not be liable for such claim under this Policy and such claim shall for all purposes be deemed to have been abandoned by You and no benefits shall be recoverable under this Policy. In that event, Your rights under this Policy in respect of the claim, including Your right to commence any proceedings against Us, whether in arbitration or in Court, shall be extinguished.

#### **21. Transfer of Interest**

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

### **NOTIFICATION REQUIREMENTS (Applicable to the entire Policy)**

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#### **Claims Notification**

On the happening of any loss, damage or injury which may give rise to a claim under this Policy:

1. You shall take immediate action to minimise loss and to prevent further loss or damage.
2. You shall report to Us immediately and give notice within seven (7) days from the date of loss, damage or injury thereof in writing to Us.
3. You shall within thirty (30) days after such loss, damage or injury submit Your claim form and provide all documentations as required or requested by Us.
4. In the case of malicious damage, theft, vandalism or any criminal act, You must immediately lodge an official report with the police or, where appropriate, to a recognised governmental law enforcement agency. You will also co-operate with Us to secure the conviction of the offender.
5. You must notify and forward to Us every letter, claim, demand, Writ of Summons and process which is received in connection with the claim immediately on receipt. You will also notify Us immediately of any impending prosecution, inquests, Court proceedings or offers of settlement.
6. In the event of a Personal Accident claim under this Policy, We will be allowed, at Our own expense and upon reasonable notice to You, to subject You or Your Family Member(s) to a medical examination from time to time, or in the case of death, upon reasonable notice to Your personal representatives, to have a post mortem examination of Your body or Your Family Member(s).
7. Any expenses incurred in the provision of details and documentary evidence of loss destruction or damage shall be wholly borne by You.

### **GENERAL EXCLUSIONS (Applicable to the entire Policy)**

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#### **This Policy does not cover:**

##### **1. Acts of Authorities**

Loss or damage occasioned by confiscation nationalisation commandeering requisition by the Government, any Public Municipal, Local Authority or on the order of such authorities.

##### **2. War Risks**

Any loss or damage occasioned by or through or in consequence, directly or indirectly, of any war, invasion, act of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, riot, military or popular rising, insurrection, rebellion, revolution, military or usurped power, civil commotion assuming the proportions of or amounting to an uprising, conspiracy, martial law or state of siege

or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege.

### 3. Any Act of Terrorism

Any loss or damage occasioned by or through or in consequence, directly or indirectly, of any acts of terrorism committed by a person or persons acting on behalf of or in connection with any organisation.

For this purpose of this Exclusion, "terrorism" means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

In any action, suit or other proceeding, where We alleges that by reason of the provisions of this Condition any loss or damage is not covered by this insurance, the burden of proving that such loss or damage is covered shall be upon You.

### 4. Gross Negligence, Wilful, Criminal or Fraudulent Act

Any loss, damage or liability which in any way is due to gross negligence, wilful, criminal or fraudulent act committed by You, Your relatives, Family Member(s), employer, employees, legal representatives, Your Domestic Helper, house-/room-mates or tenant who is authorised to gain access to Your Home.

### 5. Radioactive Contamination

Any loss or expense, consequential loss, legal liability or any loss or damage to property directly or indirectly caused by or contributed to by:

- (a) ionizing, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or nuclear weapons or materials.
- (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

### 6. Sonic Bangs

Loss or damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

### 7. Property Damage Clarification Clause

Property damage covered under this Policy shall mean physical damage to the substance of property.

Physical damage to the substance of property shall not include damage to the data or software, in particular any detrimental change in data, software or computer programs that is caused by deletion, a corruption or a deformation of the original structure.

Consequently the following are excluded from this Policy:-

- 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 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.

## 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 HL Assurance Pte. Ltd. or visit the GIA or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).

## CARING FOR OUR CUSTOMERS

HL Assurance Pte. Ltd. will make every effort to provide a high level of service expected by all Our policyholders. If on any occasion Our service falls below the standard of Your expectation, the procedure below explains what You can do:

Your first point of contact should always be Your insurance agent or broker. Alternatively, You may submit Your feedback to the manager in charge of the matter You are raising.

We will acknowledge receipt of Your feedback within seven (7) working days whilst We look into the matter You have raised. We will contact You for further information if required within seven (7) working days and provide You with a full reply within fourteen (14) working days.

If the outcome of Your complaint is not handled to Your satisfaction, You can write to:

Chief Executive Officer  
HL Assurance Pte. Ltd.  
11 Keppel Road #11-01 ABI Plaza  
Singapore 089057

We will respond to Your appeal within fourteen (14) working days. If You are still dissatisfied with the CEO's response, We will refer You to a dispute resolution organization, Financial Industry Disputes Resolution Centre Ltd (FIDReC) which is an independent organization. FIDReC's contact details are:

Financial Industry Disputes Resolution Centre Ltd  
36 Robison Road #15-01  
City House  
Singapore 068877

Telephone : (65) 6327 8878  
Fax : (65) 6327 8488  
Email : [info@fidrec.com.sg](mailto:info@fidrec.com.sg)  
Website : [www.fidrec.com.sg](http://www.fidrec.com.sg)

Important – Please remember to quote Your Policy number / reference in Your communication.