

Home Insurance

Insurance Product Information Document

Company: **AIG Europe S.A.**

Product: **Home Insurance Policy**

AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances, and is regulated by the Central Bank of Ireland for conduct of business rules.

The purpose of this Insurance Product Information Document is to briefly outline to you the significant features, benefits, limitations and exclusions of our home insurance policy. The policy schedule, statement of fact and policy wording sets out this important information for you in more detail. It is important to read these documents carefully.

What is this type of insurance?

This is a residential private dwelling household insurance product that provides cover to your building and contents. This product automatically includes Family Legal Protection cover benefits provided by ARAG Legal Protection Limited.

Please refer to the separate Family Legal Protection insurance product information document from ARAG Legal Protection Limited.



What is insured?

Buildings & Contents events insured include:

- ✓ Fire or smoke
- ✓ Stealing
- ✓ Subsidence
- ✓ Storm or flood
- ✓ Escape of water or oil
- ✓ Riot, civil commotion, malicious damage
- ✓ Impact by aircraft or falling trees
- ✓ Liability cover

Key benefits also include:

- ✓ Fire brigade charges (up to €2,000)
- ✓ Finding a leak (up to €750)
- ✓ Family legal protection (**provided by ARAG Legal Protection Limited.**) (up to €65,000)
- ✓ Door locks replacement up to (€1,000)
- ✓ Loss of freezer/refrigerator contents (up to €1,000)

Optional cover/extras

- You can cover your personal belongings or jewellery items as unspecified or specified items
- Pedal cycle cover (up to €1,000)
- Accidental damage (provides wider protection to buildings and to contents in the private house)
- Premium level upgrade (includes higher maximum cover limits)



What is not insured?

Loss or Damage to Buildings & Contents if:

- ✗ Caused by wear and tear, rust or gradual deterioration
- ✗ Torch-on felt roof over 10 years of age
- ✗ Flooded within past 10 years
- ✗ Unoccupied for more than 35 consecutive days
- ✗ Caused by water from gutters or by gradual ingress of water from shower units and baths
- ✗ Incorrect alarm and security information provided
- ✗ Malicious damage caused to boundary walls, gates, hedges, trees, shrubs or lawns
- ✗ Being used for any profession, trade, or business (including Airbnb) other than child minding facility for not more than 2 children.



Are there any restrictions on cover?

- ! Standard policy excess is €250 increasing to €1,000 for water or subsidence claims
- ! Unspecified items exclusions include: hearing aids, mobile phones, laptops, tablets or similar items
- ! Specified items exclusions include: to specified items where item not clearly identifiable from description provided; and to specified items exceeding €5,500 in value, where valuation certificate not received by AIG
- ! In the event of a claim; we may choose to appoint our own builder or other expert to carry out any work
- ! Liability cover will not exceed €3,000,000
- ! Any high value item is covered for not more than €3,000 or 5% of the contents sum insured.
- ! If at the time of a stealing (or attempted stealing) loss your burglar alarm is not switched on and in service the standard policy excess is increased to €1,000 for each and every loss incident.



Where am I covered?

- ✓ The buildings and contents cover provided by this insurance applies to insured property in the Republic of Ireland.
- ✓ Optional all risks cover for personal belongings and jewellery applies to the Republic of Ireland, Northern Ireland, Great Britain, the Channel Islands and the Isle of Man, and for not more than 60 days in any one period of insurance while elsewhere in the world.
- ✓ Your liability cover applies to each loss against all sums which you become legally liable for as owner of the insured property



What are my obligations?

- When applying for your policy, you must take reasonable care to answer the questions you are asked honestly and carefully.
- You must tell us about anything which may affect our decision to insure you (for example, any previous claims made under your previous home insurance)
- You must tell us about any changes which may affect your insurance contract.
- You must take all reasonable steps to avoid or reduce any loss (for example, you should notify a plumber upon discovering any escape of water)
- If you make a claim, you must provide documents and other evidence that we need to deal with your claim.
- The reinstatement value of your building must be sufficient to cover the cost of rebuilding your house in compliance with current building regulations.
- The buildings sum insured you select needs to be sufficient to fully reinstate or rebuild your private house, boundary walls, gates and outbuildings.



When and how do I pay?

You can pay for your insurance before policy cover begins by monthly instalments or all at once. This can be done by direct debit or in full by way of credit card, debit card or cheque.



When does the cover start and end?

Your policy start and end dates will be confirmed in your policy schedule. Unless otherwise specified on your policy documents, the duration of your insurance contract will be 12 months. Your exact period of insurance including cover start and end date will be outlined on your policy schedule.



How do I cancel the contract?

You can cancel in writing (by mail/fax/letter) and such cancellation will take effect upon receipt of the written cancellation request by us. You have 14 days from the start date of the policy to write to us if you want to cancel your insurance policy. This is known as a cooling off period.

If no claims have been made during the period of insurance, we will refund a percentage of the premium in proportion to the period of insurance left unused. This is subject to administration charges we may make, please refer to our terms of business on www.aig.ie for more information.