

# HOMEONE

## HOUSEOWNER/HOUSEHOLDER

**Liberty General Insurance Berhad** 197801007153 (44191-P)

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(Service Tax Registration No.: B16-1808-31015443)

The benefit(s) payable under this eligible policy is protected by PIDM up to limits.  
Please refer to PIDM's TIPS Brochure or contact Liberty General Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).



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# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## For Consumer Insurance Contracts (Insurance wholly for purposes unrelated to the Insured's trade, business or profession)

This Policy is issued in consideration of the payment of **Premium** as specified in the Policy **Schedule** and pursuant to the answers given in the **Insured's Proposal Form** (or when the **Insured** applied for this insurance) and any other disclosures made by the **Insured** between the time of submission of the **Insured's Proposal Form** (or when the **Insured** applied for this insurance) and the time this contract is entered into. The answers and any other disclosures given by the **Insured** shall form part of this contract of insurance between the **Insured** and **Liberty General Insurance Berhad** (hereinafter called "**The Company**"). However, in the event of any pre-contractual misrepresentation made in relation to the **Insured's** answers or in any disclosures given by the **Insured**, only the remedies in Schedule 9 of the Financial Services Act 2013 will apply.

This Policy reflects the terms and conditions of the contract of insurance as agreed between the **Insured** and **The Company**.

## For Non-Consumer Insurance Contracts (Insurance for purposes related to the Insured's trade, business or profession)

This Policy is issued in consideration of the payment of **Premium** as specified in the Policy **Schedule** and pursuant to the answers given in the **Insured's Proposal Form** (or when the **Insured** applied for this insurance) and any other disclosures made by the **Insured** between the time of submission of the **Insured's Proposal Form** (or when the **Insured** applied for this insurance) and the time this contract is entered into. The answers and any other disclosures given by the **Insured** shall form part of this contract of insurance between the **Insured** and **Liberty General Insurance Berhad** (hereinafter called "**The Company**"). In the event of any pre-contractual misrepresentation made in relation to the **Insured's** answers or in any disclosures made by the **Insured**, it may result in avoidance of the **Insured's** contract of insurance, refusal or reduction of the **Insured's** claim(s), change of terms or termination of the **Insured's** contract of insurance.

This Policy reflects the terms and conditions of the contract of insurance as agreed between the **Insured** and **The Company**.

### WHAT MAKES UP THIS POLICY

*Insurance does not cover You against everything that can happen. Please read Your policy carefully to make sure You understand what it covers, the terms and conditions applicable and make sure You are satisfied with this insurance.*

**The heading does not form part of the policy wording.**

The **Policy**, **Schedule** and **Endorsements** must be read together as they form **Your** insurance contract.

This **Policy** sets out what **You** are insured for as shown on the **Schedule** and the circumstances where **You** are not protected or covered.

Some words and expressions have been printed out in **bold** because they have been given specific meaning in the **Policy**. **You** will find their meaning in the Glossary.

The coverage provided under this **Policy** is subject to **You** fully observing and fulfilling the terms, provisions, **Endorsements** and clauses of the **Policy**.

### YOUR DUTY TO INFORM US

#### Duty of Disclosure

- i) Before this insurance is provided to **You**, **You** are, under the law, required to inform **Us** of all information which a reasonable person under the circumstances would be expected to know to be relevant.
- ii) If **You** do not fully and faithfully provide this information, this insurance may be treated as if **You** have not been insured by **Us**.

#### Endorsements and Renewals

**You** are required before **endorsement** or renewal of **Your** insurance, to tell **Us** everything **You** know that is relevant and that a reasonable person under the circumstances could be expected to know. For any information given that may be deemed to increase the risk of loss or damage, **we** may require **You** to pay an additional **premium**.

#### Notice of Other Insurances

**You** must inform **Us** of any other insurance that **You** have bought at the time of purchasing this insurance, and also during the **period** of this **insurance**, covering any of the same property insured under this **Policy**.

Such notice should be given and endorsed by **Us** in this **Policy** before the **occurrence** of any loss or damage, failing which all benefits under this **Policy** may be forfeited.

# HomeOne (Houseowner / Householder Policy)



## INSURING CLAUSE (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

**We** will insure the Buildings and/or Contents as shown on **Your Schedule** during the **period of insurance**.

This cover will be given on the basis: -

- (i) that **You** agree to pay **Us** the **Premium** for the cover, and
- (ii) of the verbal/written information provided by **You** at the point of entering into this contract.

In respect of **Insured events** occurring during the **period of insurance** and subject to the limitations, exceptions and conditions contained or endorsed in the **Policy**, **We** will, by payment or by reinstatement or repair, indemnify **You** against loss or damage to the property insured as mentioned in the **Schedule**.

This **Policy** insures **You** up to the amount of the **sum insured** as stated in the **Schedule** for loss or damage to **Your** building and/or **Your** contents caused by an **Insured event**.

**Your Schedule** will show if **You** have insured **Your** building, **Your** contents or both.

### Your Building

**"Buildings"** means buildings of a Private Dwelling House at the **premises** and includes:

- all domestic offices, stables;
- garages and outbuildings on the same **premises** used solely in connection to it and on the same **premises**;
- **fixtures** and **fittings**;
- walls, gates and fences around the **premises**.

Private Dwelling House shall also refer to buildings of Flats and Apartments.

When Blocks of Flats or Apartments are insured, Private Dwelling House will refer to the Private Flats or Apartments.

### Your Contents

**"Contents"** means Household goods and **personal effects** of every description, belonging to **You** or any member of **Your family** normally residing with **You** contained in the Private Dwelling House, Flat or Apartment and all domestic offices, stables, garages and out-buildings, used solely in connection to it, on the same **premises** specified on the **schedule**.

### **What is Covered**

The cover for the contents is **limited** to:

- a) No one article (furniture, pianos, organs, household appliances, radios, television sets, video recorder sets, Hi-Fi equipment not included) shall be of greater value than five (5) percent of the Total **Sum Insured** on Contents, unless such article is specially declared as a separate item;
- b) Total value of platinum, gold and silver articles, jewellery and furs shall not exceed one third of the Total **Sum Insured** on Contents.

### **What is Not Covered**

The cover for the contents will **not include**:

- a) Part of the structure or ceiling, wallpapers or anything similar;
- b) Property insured under more specific policies;
- c) Deeds, bonds, bills of exchange, promissory notes, cheques, securities for money, stamps, documents of any kind, cash, currency notes, bank notes manuscripts, medals and coins, motor vehicles and accessories or livestock unless specifically mentioned in the **Schedule**.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## APPLICABLE WARRANTIES (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

This **Policy** is subject to the following **Warranties**:

### Restriction of Merchandise Warranty

No part of the **premises** should be used for the manufacture or deposit or storage of merchandise during the **period of insurance**.

### Premium Warranty

**Premium** due to **Us** must be paid and received by **Us** within **sixty** (60) days from the inception date of this **policy / endorsement / renewal certificate**. If the condition is not complied with, this contract shall be automatically cancelled and **We** shall be entitled to the pro-rated **Premium** for the period **We** provide the cover.

Where the **premium** payable is received by **Our** authorised agent, the payment is deemed to be received by **Us** for the purposes of this **warranty**. The onus of proving that the **premium** payable was received by a person, including an insurance agent who was not authorised to receive such **premium**, shall lie with **Us**.

## INSURED EVENTS (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

### What is Covered

**We will** provide cover for loss or damage to Your Building and/or Contents caused by any of the following:

- 1) Fire, Lightning, Thunderbolt, Subterranean Fire
- 2) Explosion
- 3) Aircraft and Other Aerial Devices and/or articles dropped therefrom
- 4) Impact with any of the buildings:
  - i) For Private Dwellings, by any road vehicle or animals not belonging to or under the control of:
    - **You**; or
    - **Your family member**.
  - ii) For Block of Flats or Apartments, by any road vehicles or animals not belonging to or under the control of:
    - **You**; or
    - **Your agent or servant**; or
    - Any person resident on the Private Flats or Apartments.
- 5) Bursting or Overflowing of Domestic Water Tanks, Apparatus or Pipes
- 6) Theft but only if accompanied by actual forcible and violent breaking into or out of a building or any such attempt
- 7) Hurricane, Cyclone, Typhoon, Windstorm
- 8) Earthquake, Volcanic Eruption
- 9) **Flood**

### What is Not Covered

**We will not** provide cover for loss or damage to Your Building and/or Contents as follows:

- 1) –
- 2) –
- 3) –
- 4) –
- 5) a) The **Excess** amount stated on the **Schedule**.  
b) Destruction or damage occurring while the Private Dwelling House is left unoccupied
- 6) a) If the Private Dwelling House is unoccupied for more than ninety (90) days whether consecutively or not in any one **period of insurance**, the cover will be suspended unless agreed by **Us** by way of an **endorsement**.  
b) Loss or damage due to theft by **Your** domestic servants or any member of **Your family**.
- 7) a) The **Excess** amount stated in the **Schedule**.  
b) Loss or damage to:
  - i) any building in the course of construction, reconstruction or repair, unless all outside doors, windows and other openings are complete and protected;
  - ii) metal smoke stacks, awnings, blinds, signs and other outdoor **fixtures** or **fittings** including gates and fences.
- 8) The **Excess** amount stated in the **Schedule**.
- 9) a) The **Excess amount** stated in the **Schedule**.

- b) Loss or damage to **buildings** caused by subsidence or landslip, except as a result of earthquake or volcanic eruption.

10) **Robbery and hold up** in the premises of **Your** property

## ADDITIONAL BENEFITS

This refers to additional benefits provided to **You** without any additional **premium**, but which are subject to the terms and conditions of the **Policy**.

### Applicable for Contents

Applicable if **Your Policy** insures **Your Contents** only:

#### (A) Contents Temporarily Removed

##### What is Covered

**You** are covered for an **Insured event** when the contents are temporarily removed from **Your** Private Dwelling, but remaining within the Geographical Area, provided such contents are not covered under another insurance policy.

The limit of liability of this benefit is fifteen (15) percent of the Total **Sum Insured** on Contents.

##### What is Not Covered

- a) Contents removed for sale or exhibition.
- b) Contents placed at furniture storage area.
- c) Losses due to **Insured event 7** (hurricane, cyclone, typhoon, windstorm), **Insured event 8** (earthquake, volcanic eruption) and **Insured event 9** (flood) whilst the contents are in transit.

#### (B) Breakage to Mirrors

##### What is Covered

**You** are covered for breakage of mirrors whilst in the Private Dwelling. The limit of liability is RM500.00 per piece any one accident.

##### What is Not Covered

- a) Hand Mirrors

#### (C) Compensation for Death

##### What is Covered

**You** are covered against fatal injury (death) occurring in the Private Dwelling House due to external or visible violence caused by thieves or by fire, if the death occurs within three (3) calendar months of such injury.

If there are more than one (1) named insured, **We** will be liable for a pro-rate proportion of the compensation. For a Corporation, **You** must nominate a person or persons and lodge their name(s) with **Us**.

The limit of liability of this benefit is the sum specified on the **Schedule** or one-half of the Total **Sum Insured** on Contents, whichever is lesser.

##### What is Not Covered

#### (D) Servants Property

##### What is Covered

**You** are covered for loss or damage caused by an **Insured event** to clothing and **personal effects** of **Your** domestic servant(s), who stay with **You** or **Your** family within the Geographical Area as stated on the **Schedule**, provided such contents are not insured under another insurance policy.

##### What is Not Covered

- a) Cash, currency notes, bank notes and stamps.

# HomeOne (Houseowner / Householder Policy)



Applicable for Buildings and/or Contents

Applicable if **Your Policy** insures either **Your Building and/or Contents**:

## (E) Rent Insurance

### What is Covered

As an Owner, **You** are covered for loss of rent in the event **Your Private Dwelling House** as stated on the **Schedule** is no longer habitable, as a result of an **Insured event** for the period necessary for reinstatement.

As an occupier, **We** will pay for reasonable additional expenses incurred at a hotel, lodging house or boarding house, as a result of an **Insured event**, for the period necessary for reinstatement.

The total limit of liability shall not exceed ten (10) percent of the Total Sum Insured on Buildings and/or Contents.

This benefit is in addition to the Total Sum Insured as stated on the Schedule.

### What is Not Covered

## (F) Liability to the Public

### What is Covered

**We** will indemnify **You** or Spouse **Your** legal liability in respect of accidents or series of accidents arising out of one **occurrence**, during the period of insurance to property or bodily injury to another person, who is not a member of **Your family, Household** or in **Your** service:

- a) Liability as owner of the insured Building caused by a defect in the buildings.
- b) Liability as an Occupier in respect of accidents which occur in or about the private dwelling house.

Our limit of liability shall not exceed the sum specified on the **Schedule**.

**We** will also indemnify **You** or Spouse:

- i) Legal costs and expenses recoverable from **You** or Spouse by any claimant provided such legal cost and expenses were incurred before the date **We** shall have paid or offered to pay the full amount of the claim or the total amount recoverable in respect of any one **occurrence**.
- ii) Legal costs and expenses incurred by **You** or Spouse with **Our** consent.  
If Buildings are for Blocks of Flats or Apartments, Our indemnity to **You** is restricted to **Your** legal liability for claims made on **You** as owner of the Buildings, as specified on the **Schedule**, but not as a resident occupying any part of the insured Buildings in respect of any accident occurring during the period of insurance.

**We** will indemnify **Your** personal representative in the event of **Your** death, in respect of the liability incurred by **You** or Spouse, provided the personal representative observes and fulfils and is subject to the terms, conditions and limitations of the Policy.

### What is Not Covered

- a) Any claims brought against **You** or Spouse, in any country in courts outside Malaysia.
- b) All legal costs and expenses which are not incurred in or recoverable in Malaysia.
- c) **We** shall not be liable for injury or damage arising out of or incidental to:
  - Ownership, possession or use by or on behalf of **You** or Spouse of any lift, vehicle, vessel or craft of any kind;
  - The carrying out of alterations, additions, repairs or decorations to **Your** buildings;
  - Damage to property by subsidence fire or explosion (other than explosion of any domestic boiler fitted in an individual flat or apartment in the insured Buildings), for insurance for Private Flats or Apartments;
  - Any contractual agreement;
  - Asbestos or exposure or potential exposure to asbestos, any actual or alleged asbestos related injury or damage involving the use, presence, existence, detection, removal, elimination or avoidance of asbestos;
  - Any part of the insured Buildings used in connection with **Your** profession or business.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



Applicable for Building

Applicable if Your Policy insures either Your Building only

## **(G) Inconvenience Allowance**

We will pay the Insured up to the limit specified in the Schedule for any financial losses as a result of / caused by the Insured Events on the Buildings specified in the Policy Schedule. Financial losses here refer to material damage, documentation / reports fees, administrative and travelling expenses incurred but excludes consequential loss of any kind. The benefit payable for any one **Premise** / location in any **Period of Insurance** is limited to a maximum of one (1) claim per **Period of Insurance**. For policy with multiple locations, the same limit applies and is subject to one (1) claim per location.

All Theft losses must be accompanied by visible signs of forcible violent entry or exit. For all other losses, the Insured must provide evidence / proof of loss or damage to the insured Building.

It is a condition precedent that all claims must be accompanied by a certified true copy of a police report which shall be lodged with the police within twenty-four (24) hours of the loss or within such reasonable time with reason(s) acceptable to the Company. For theft losses, details of losses must be stated in the police report.

Subject otherwise to the terms and conditions of the policy.

## **(H) Unauthorized/Illegal/Forced Use of Automated Teller Machine (ATM) Cards, Debit or Credit / Charge Cards ("Cards")**

In the event of loss arising from the unauthorized/illegal /forced use of the aforementioned cards, as a consequence / result of the Insured Events at the insured premise specified in the Policy Schedule, the Company will indemnify the Insured for such unauthorized / illegal use or forced use of the Cards which results in financial losses to the Insured. The Company's maximum liability is as per limit specified in the Policy Schedule and in the Aggregate, subject to a maximum of one (1) claim per policy year.

### **What Is Not Covered in the Unauthorized / Illegal / Forced Use of ATM Cards, Debit or Credit Cards/Charge Cards ("Cards")**

1. Losses which are not reported to the local police authority within 24 hours of discovery or within such time as deemed reasonable by the Company (unless the Insured is under duress, threat / violence and fears for his safety or is faced with other circumstances which explain the delay); or
2. Loss due to carelessness, confiscation, Depreciation in value, errors or omissions in receipts, payments or use of counterfeit Money; or
3. Liability for any debt unless You shall upon discovery of any event which may result in a claim immediately report to the police and Card issuer in accordance with the terms and conditions of the issue of the Card; or
4. Liability for any debt arising from any supplementary card issued to Your Family Members; or
5. Liability for any debt through You or Your Family Members' collusion; or
6. Loss resulting from unauthorized use of Your Card by a member of Your Family or household.

Subject otherwise to the terms and conditions of the policy.

## **(I) InstalmentGuard**

In the event of a covered loss which results in **Material Partial loss or damage** to the **Main Building**, the Company will pay to the bank/ financial institutions / Insurance Service Providers (ISP) on behalf of the insured (3) months of the monthly installment on the insured property home loan / mortgage / facilities. For policy(s) sold through our Bancassurance channel(s), the benefit will be paid directly to the loan account registered with us without further reference to the Insured, unless, the bank/ financial institutions / Insurance Service Providers has given instruction / approval otherwise. If at the time of loss or damage, the Insured has fully settled the said loan/mortgage and/or the policy does not have a Mortgagee Clause / Interest registered in the policy, then this benefit will be payable directly to the Insured.

This benefit is payable one (1) time per **Period of Insurance** and **Our** total liability is the maximum amount specified in the Schedule.

### **Definition:**

*Main building: Refer to the main structure / private dwelling in the Schedule and excludes outbuildings, garages, swimming pools, terraces, patios, drives, footpaths, walls, gates, or fences unless the main building is damaged by the same cause and at the same time.*

*Material Partial Loss/ damage : Refers to claim costs incurred for repair, reinstatement or replacement as a result of the Insured Event(s), where the final claim settlement and /or sum payable as adjusted or certified by an independent licensed Adjuster and / or Claim Officer of the Company amounts to minimum of RM5,000 (before policy Excess, if any).*

Subject otherwise to the terms and conditions of the policy.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## (J) Newstart Allowance

If the **Main Building** incurs a covered Total Loss, then the Company will pay the limit as provided in the Policy Schedule. This financial assistance is intended to cover the financial hardship and relocation costs incurred which may include transport/relocation costs, temporary shelter or accommodation, and children nursery / child care cost.

This benefit excludes loss or damage to outbuildings, garages, swimming pools, terraces, patios, drives, footpaths, walls, gates, or fences unless the Main Building suffered a Total Loss / Damaged by the same cause and at the same time. For Strata titled property, the Building is confined to the main unit / lot specified in the Policy Schedule and excludes common properties / facilities or properties more specifically insured in other policy(ies).

The benefit is payable within 14 working days upon submission of full claim documentation as stipulated by the Company for the **Total Loss** and is subject to admission of policy liability by the Company as a result of the Insured Events. The limit payable is as per limit specified in the Policy Schedule and is subject to a maximum of one (1) claim per policy year.

Subject otherwise to the terms and conditions of the policy.

**The total benefits payable under (I) or (J) is limited to One (1) claim each, for any Period of Insurance.**

## GENERAL EXCEPTIONS (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

You will not be covered under the following circumstances:

### General Exception 1

**We** will not cover loss or damage or other contingency caused directly or indirectly by:

- War, invasion, act of foreign enemy, hostilities, or warlike operations (whether war be declared or not), civil war;
- Mutiny, riot, military or popular uprising, insurrection, rebellion, revolution, military or usurped power, 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;
- Any act of terrorism.

For this purpose, an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or groups of persons, whether acting alone or on behalf of or in connection with any organizations or governments, 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.

Any loss or damage or other contingency happening during the existence of abnormal conditions (whether physical or otherwise) which are caused directly or indirectly, of any of the said **occurrences** shall be deemed to be loss, damage or a contingency which is not covered by this insurance. **You** have to prove that such loss, damage or other contingency happened independently of the existence of such abnormal conditions.

In any action, suit or other proceedings, where **We** allege 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**.

### General Exception 2

**We** will not cover loss or damage:

- caused by cessation of work, or by confiscation, commandeering, requisition or destruction of or damage to the property by order of the Government de jure or de facto or any Public Municipal or Local Authority of the country or area in which the property is situated;
- to property by its own fermentation, natural heating or spontaneous combustion or by its undergoing any heating or drying process;
- arising from or in consequence of or contributed to by nuclear weapons material;
- arising from or in consequence of or contributed to by ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. Solely for this purpose, combustion shall include any self-sustaining process of nuclear fission.

### General Exception 3

**We** will not cover **Consequential loss** or damage of any kind except Rent Insurance.

## HOW WE WILL SETTLE YOUR CLAIM (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

### Insurable Interest

Only **You** have rights to claim from **Us**, except upon **Your** death, or by operation of law, the passing of interest of this insurance to another person shall only take effect after **We** have endorsed the **Policy**.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## No Right of Claim from Any Other Person

Whilst the **Policy** insures property of **Your family** or domestic servant, only **You** can make a claim on their behalf.

## Limited to Three (3) Paying Guests only

This **Policy** is valid if the number of paying guests, boarders and lodgers does not exceed three (3) persons.

For the purposes of Additional Benefit – F) Liability to the Public, these persons are deemed to be members of **Your Household**.

## Market Value

**We** will indemnify **You** the insured value or the **market value** of the insured property whichever is lower subject to the deduction of any **Excess**.

Market value means the value of the property insured at the time of loss or damage less allowance for **wear and tear** and/or **depreciation**.

The market value shall be determined by a valuation obtained by **Us** from the:

- manufacturer, or
- authorised sole agent or agent, or
- authorised broker, authorised distributor, or
- building contractor, or
- loss adjuster licensed under the Financial Service Act 2013 or
- Registered Valuer under the Valuers and Appraisers Act 1981 to be mutually appointed by both **You** and **Us**.

The valuation so obtained shall be conclusive in any legal proceedings against **Us**.

## Our Maximum Liability

**Our** total liability to **You** in respect of loss or damage during any one **period of insurance** will not exceed the amount stated against each item or in the aggregate, the Total **Sum Insured** specified on the **Schedule** or such other sum or sums endorsed in this **policy**.

## Average

If the market value of the property insured at the time of any loss is collectively of higher value than the **sum insured** stated in the **Schedule**, then **You** will be responsible for the difference and bear a proportional share of the loss. The sharing of proportional loss will apply separately to each item insured.

## Excess

For loss or damage (except by fire) to the Buildings of the Private Dwelling House by any **Insured event** where **Excess** applies, **Excess** shall separately apply to:

- a) each building. All insured buildings at the same **premises** stated in the **Schedule** are considered as one building.
- b) each incident. If the same **Insured event** occurs within seven (7) consecutive days, it is considered the same incident.

## Other Insurance

If there are any other policies covering the same or part of the same loss, damage or liability, **We** will only pay a share of the total loss, damage or liability proportionally.

## Subrogation

**We** are entitled to undertake in **Your** name and on **Your** behalf:

- the full conduct, control and settlement of any proceedings;
  - recover compensation or secure **indemnity** from any third party in respect of anything covered by this **Policy**.
- at **Our** own expense and benefit.

## Fraud

**We** will not pay if **Your** claim is in any way fraudulent by **You** or persons acting on **Your** behalf.

## Right of Access and Control

On the happening of any loss or damage **We** are entitled to:

- enter any building where the loss or damage has happened;
- take and keep possession of the insured property;
- deal with the salvage of the damaged insured property.

However, **You** shall not abandon the damaged insured property to **Us**.

## Arbitration

Any difference on the amount of any loss of damage between **You** and **Us** shall be referred to an arbitrator who shall be appointed in writing by **You** and **Us**. In case **You** and **Us** are unable to agree on a single Arbitrator, within two months of being required in writing to do so by either party, then **You** and **Us** shall be entitled to appoint an Arbitrator each who shall appoint an Umpire to preside over their meetings. However, one party is at liberty to appoint a sole Arbitrator, should the other party within two months of the written notice fail to appoint the other Arbitrator.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



The costs of arbitration and awards shall be decided by the Arbitrator, Arbitrators or Umpire.

**You** and **Us** clearly agree that the awards by the Arbitrator, Arbitrators or Umpire shall be obtained first before **You** can commence legal proceedings on **Us**.

## HOW TO MAKE A CLAIM (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

### Notice and Proof of Claim

**You** must immediately notify in writing to **Us** of any loss or damage and:

- at **Your** own expense and within 30 days after the incident, deliver to **Us** a claim in writing with detailed particulars and proofs as **We** may reasonably require;
- for loss or damage by theft or attempted theft, **You** must immediately make a Police report.

### Building Plans

If **We** elect to reinstate any building, **You** must furnish **Us** plans, specifications and quantities as **We** may reasonably require.

### Liability Claims

**You** shall upon receiving any notice of any accident or claim from other parties, give **Us** immediate notice in writing and as soon as possible supply **Us** full particulars in writing.

**You** shall send to **Us** immediately any writ, summons or other legal process issued or commenced against **You** and provide all necessary information and assistance to enable **Us** to settle or resist any claim or institute proceedings.

**You** shall not without **Our** written consent:

- admit or repudiate any claim or liability;
- offer or negotiate to pay a claim.

## YOUR RESPONSIBILITY (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

### Duty of care

**You** shall use all reasonable diligence and care to keep the **premises** in proper state of repair. As owner of the Private Dwelling, **You** shall make good as soon as possible any defect discovered and shall, in the meantime, take additional precautions to prevent injury, loss or damage.

**We** will not be liable for any injury, loss or damage caused by **You** failing to remedy such defect after receiving notice from **Us** or from any person or public body.

### Reinstatement of **Sum Insured**

After a loss, the full **sum insured** of this insurance shall be maintained.

**You** are required to pay an additional pro-rata **premium** based on the amount of loss calculated from the date of loss to the expiry date of insurance.

### Unvalued **Policy** Clause

This is an unvalued **policy**. **You** must prove to the satisfaction of the Company the value of the property at the time of the happening of its destruction or the amount of such damage.

## HOW YOUR POLICY MAY BE CANCELLED (APPLICABLE FOR BUILDINGS AND/OR CONTENTS)

**You** may cancel this **policy** at any time by giving **Us** notice in writing. **You** shall be entitled to a refund of **premium** after **We** have charged **You** based on **Our** customary **short-period rates** or minimum **premium** payable under the **Policy**, whichever is higher.

**We** may also cancel this **policy** at any time by giving **You** seven days' notice in writing and will refund the pro rata **premium** equal to the unexpired **period of insurance**.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## GLOSSARY

Some words and expressions in this **Policy** have a specific meaning which is given below. Each word is printed in bold where it appears.

“**Consequential loss**” means financial loss.

“**Consumer Insurance Contracts**” means insurance wholly for purposes unrelated to the Insured’s trade, business or profession.

“**Depreciation**” means the reduction in the value of the item or property due to **wear and tear**.

“**Endorsement**” means a written alteration to the terms, conditions and limitations of this **policy** which is shown on the **Schedule**. “**Erosion**” means being worn or washed away by water or wind.

“**Excess**” means the amount **You** must pay towards a claim before **We** pay. The amount will be stated on the **Schedule** or in any selected Optional Benefits.

“**Flood**” means the overflowing 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 originating from outside the building.

“**Family**” and “**Household**” means any person(s) who normally reside with **You**.

“**Fixtures**” and “**Fittings**” means items that are permanently attached to **Your** building.

“**Indemnity**” means putting **You** back to **Your** same financial position immediately before the loss.

“**Insured event**” means one of the perils listed under this **Policy**.

“**Non-Consumer Insurance Contracts**” means insurance for purposes related to the Insured’s trade, business or profession.

“**Occurrence**” means the exact period when the incident took place.

“**Open**” means anywhere at the premises not fully enclosed by walls and a roof and which is not able to be secured, also any outbuildings on the premises if such buildings are not able to be secured.

“**Period of insurance**” means the period for which **You** are insured. It commences at the time **We** agree to give **You** insurance and finishes at midnight on the day of expiry. The expiry date is shown on the **Schedule**.

“**Personal Effects**” means personal items regularly worn or carried on the person for his/her personal use, for example clothing, watch, wallet.

“**Plate glass**” means glass fitted to the structure of the building.

“**Policy**” means **Your** insurance contract which consists of this policy wording and **Schedule**.

“**Premium**” means any amount **We** require **You** to pay under the **policy** and includes Government charges.

“**Premises**” means the land at the address shown on the **Schedule** on which the building is built, including the yard or garden used only for domestic purposes.

“**Robbery and hold up**” means that the items insured are either taken away or surrendered; in both instances due to force, menaces or threat of physical violence made against **You**, or persons living with **You** in a common household, or other persons authorized to be on **Your** premises.

“**Schedule**” means the **policy schedule** where both the insured items and sum insured are specified.

“**Secured**” means locked so as to prevent entry other than by using force.

“**Sum insured**” means the amount **You** have insured on either **Your** building, **Your** contents (including specified contents) as shown on the **Schedule**. This shall include the Additional Benefits and any of the Optional Benefits selected by **You**.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



“Customary short-period rates” means the following:

<u>Period Not Exceeding</u>	<u>Percentage of Rate Charged</u>	
15 days	10% of Annual Rate	
1 months	20%	-do-
2 months	30%	-do-
3 months	40%	-do-
4 months	50%	-do-
5 months	60%	-do-
6 months	70%	-do-
7 months	75%	-do-
8 months	80%	-do-
9 months	85%	-do-
10 months	90%	-do-
11 months	95%	-do-
12 months	100%	-do-

“Warranties” means either restriction or obligation that the **Policy** imposes on **You**. A breach of a warranty will entitle **Us** to reject the claim for loss or damage or liability.

“Wear and tear” means damage or a reduction in value through age, ordinary use or lack of maintenance.

“We, Our and Us” means the insurance company.

“You and Your” means the person(s) named on the **Schedule** as the insured.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



**Note: It is recommended that only the Optional Benefits elected by the policyholder are to be inserted in *the policy jacket***

Note: This insurance can be extended to cover item (a) of this Optional Benefit with payment of additional premium based on a separate sum insured.

## OPTIONAL BENEFITS

For an additional **premium, Your Policy** may be extended to cover the following benefits to the insured Buildings and/or Contents. These optional benefits will be stated on the **Schedule** if **You** choose to take these up.

Applicable for Buildings Only

### Optional Benefit No 1 – Extension to cover Landlord's Household

#### Goods and Furnishings in blocks of flats/apartments

(N.B This benefit is meant for landlord only).

#### **What is Covered**

As the owner of the insured Buildings, We will insure **You** for a sum of RM..... being the full value of the Household goods and furnishings belonging to **You**. This amount will apply in equal proportion to each Private Flat/Apartment.

The Insured events pertaining to the loss or damage to the Landlord's Household goods and furnishing under this extension are:

1. Fire, Lightning, Thunderbolt, Subterranean Fire.
2. Explosion.
3. Aircraft and Other Aerial Devices and/or Articles dropped therefrom.
4. Impact with any of the buildings by any road vehicles or animals not belonging to or under the control of:
  - **You** or **Your** agent or servant.
  - Any person resident in the Private Flats/Apartments or his agent or servant.
5. Bursting or Overflowing of Domestic Water Tanks, Apparatus or Pipes
6. Theft but only if accompanied by actual forcible and violent breaking into or out of the building or any such attempt.
7. Hurricane, cyclone, typhoon and windstorm.
8. Earthquake and Volcanic Rupture
9. Flood including overflow of the sea

#### **What is Not Covered**

- a) Household goods, furnishings or personal effects of any description brought into the Private Flat/Apartment by tenants;
- b) Gold or silver articles.

- a) The **Excess** amount stated in the **Schedule**;
- b) Destruction or damage occurring while the Private Flat/Apartment are left unoccupied.

For Additional Benefit E) Rent Insurance, this amount will be added to the Total Sum Insured on Buildings as stated on the Schedule.

Additional Benefit F) Liability to the Public will now include "cover for accidents caused by a defect in landlord's household goods and furnishings".

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## Optional Benefit No. 2 – Insurance of Plate Glass

### **What is Covered**

This insurance is extended to cover accidental breakage of **Plate glass**, occurring during the period of insurance for:

1. The replacement of **Plate glass** with glass of similar manufacture or quality or at **Our** option, **We** will pay **You** the cost of such replacement subject to a maximum sum of RM1,000.00 per glass sheet.
2. The cost incurred in boarding up such breakage for which **We** are liable.

### **What is Not Covered**

- a) Breakage of or damage to frames or framework of any description;
- b) Cost of removal or replacement of any **fittings** or **fixtures**;
- c) Breakage of glass in conservatories, green houses or outbuildings;
- d) Breakage of glass which is broken or damaged at the commencement of this insurance;
- e) Any **consequential loss**.

## Optional Benefit No. 3 – Extension to cover against loss or damage by hurricane, cyclone, typhoon or windstorm to metal smoke stacks, awnings, blinds, signs and other outdoor **fixtures** and **fittings** including gates and fences

This insurance is extended to cover loss or damage to metal smoke stacks, awnings, blinds, signs and other outdoor **fixtures** and **fittings** including gates and fences under **Insured event** 7(b).

## Optional Benefit No. 4 – Extension to cover alterations, repairs and additions (but not appreciation in value in excess of the sum insured)

This insurance is extended to cover alterations, repairs and additions (but not in appreciation in value in excess of the sum insured) to Buildings for an amount not exceeding 25% of the Total **Sum Insured** on Buildings.

Additional Benefit F) Liability to the Public will now include cover for liability arising out of or incidental to the carrying out of alterations, additions, repairs or decorations to buildings.

Applicable for Contents Only

## Optional Benefit No. 5A – Extension for extended theft cover but excluding theft by domestic servants or any member of **Your family** or **Household**

### **What is Covered**

**Insured event** No. 6 will now be read as follows:

Theft or any attempted theft.

For contents temporarily removed, theft is only insured:

- i) at any Bank, Safe Deposit or occupied private dwelling;
- ii) in any building where **You** or any member of **Your family** is residing;
- iii) in the course of removal to or from any Bank or Safe Deposit whilst **You**, a member of **Your family** or an authorised person is in charge.

For contents temporarily removed to places other than (i), (ii) and (iii) above, the contents will only be insured against theft or any attempted theft, when accompanied by actual forcible and violent breaking into or out of a building.

### **What is Not Covered**

1. (a) If the building or any part of it are lent, let or sub-let.  
(b) If theft occurs in any outbuilding not directly communicating with the private dwelling house or private flat/ apartment/ condominium.  
(c) Theft of servant's property outside **Your** private dwelling house or private flat/apartment/ condominium.  
UNLESS accompanied by actual forcible and violent breaking into or out of a building.
2. Theft from the **open**.
3. The first 1% of the Total **Sum Insured** or RM250.00, whichever is lower.
4. Theft by **Your** domestic servants or any member of **Your family** or **Household**.
5. If the Private Dwelling House was unoccupied for more than ninety (90) days consecutively in any one **Period of insurance**, this cover will be suspended unless agreed by **Us** by way of an **endorsement**.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## Optional Benefit No. 5B – Extension for extended theft cover including theft by domestic servants

### **What is Covered**

Insured event No. 6 will now be read as:

Theft or any attempted theft including theft by the **Insured's** domestic servant(s).

For contents temporarily removed, theft is only insured:

- (i) at any Bank, Safe Deposit or occupied private dwelling.
- (ii) in any building where You or any member of Your **family** is residing;
- (iii) in the course of removal to or from any Bank or Safe Deposit whilst **You**, a member of Your **family** or an authorised person is in charge.

For contents temporarily removed to places other than (i), (ii) and (iii) above, the contents will only be insured against theft or any attempted theft, when accompanied by actual forcible and violent breaking into or out of a building.

### **What is Not Covered**

1. (a) If the Building or any parts of it are lent, let or sub-let.  
(b) If theft occurs in any outbuilding not directly communicating with the private dwelling house or private flat/apartment /condominium.  
(c) If theft of servant's property other than from the private dwelling house or private flat/apartment/condominium.  
UNLESS accompanied by actual forcible and violent breaking into or out of a building.
2. Theft from the open.
3. The first 1% of the Total **Sum Insured** or RM250.00, whichever is lower.
4. If the Private Dwelling House was unoccupied for more than ninety (90) days consecutively in any one **Period of insurance**, this cover will be suspended unless agreed by **Us** by way of an **endorsement**.

Applicable for Buildings and/or Contents

## Optional Benefit No. 6 – Increase of Indemnity limits under Additional Benefit E – Rent Insurance

The limit of liability under the Additional Benefit E – Rent Insurance is increased to ..... ( ) per cent of the Total **Sum Insured** on Buildings and /or Contents.

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## Optional Benefit No. 7 – Increase of Indemnity limits under the Additional Benefit F - Liability to the Public

The limit of liability under the Additional Benefit F – Liability to the Public is increased to RM..... for any one accident or series of accidents out of one **Occurrence**.

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# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## Optional Benefit No. 8 – Extension to cover Riot, Strike and Malicious Damage

### **What is Covered**

This insurance is extended to cover Riot, Strike, Malicious Damage.

Loss or damage to property **insured** directly caused by:

- (1) 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) not an occurrence mentioned in items (a), (b) and (c) under the section "What is Not Covered" of this extension.
- (2) The action of any lawfully constituted authority in suppressing or attempting to suppress any such disturbance or in minimising the consequences of any such disturbance.
- (3) The wilful act of any striker or lock-out worker done in furtherance of a strike or in resistance to a lock-out.
- (4) The action of any lawfully constituted authority in preventing or attempting to prevent any such act or in minimising the consequences of any such act.
- (5) The malicious act of any person (whether or not such act is committed in the course of a disturbance of the public peace) not being an act amounting to or committed in connection with an **occurrence** mentioned in items (a), (b) and (c) under the section "What is Not Covered" of this extension.

### **Average**

If the property insured shall at the breaking out of any fire or at the commencement of any destruction of or damage to such property by any other peril insured against by this extension is collectively of greater value than the **sum insured**, then **You** will be responsible for the difference and will bear a pro-rated share of the amount of loss. This average condition will apply separately for each item insured.

Subject otherwise to the terms and conditions of the **Policy**.

### **What is Not Covered**

Loss or damage occasioned by or through or in consequence, directly or indirectly, of any of the following **occurrences**, namely:

- a) War, invasion, act of foreign enemy, hostilities, or warlike operations (whether war be declared or not), civil war;
- b) Mutiny, civil commotion assuming the proportions of or amounting to a popular uprising, military uprising, insurrection, rebellion, revolution, military or usurped power;
- c) Any act of terrorism,

For this purpose, an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat of any person or groups of persons, whether acting alone or on behalf of or in connection with any organisations or governments, 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 proceedings, 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**.

- d) In respect of malicious acts, **we** shall not be liable for any loss or damage by fire or explosion nor for any loss or damage arising out of or in the course of burglary, housebreaking, theft or larceny or any attempt of such acts or caused by any person taking part.
- e) Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
- f) Loss or damage due to total or partial cessation of work or the retarding or interruption or cessation of any process or operation.
- g) Loss or damage caused by permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority.
- h) Loss or damage caused by permanent or temporary dispossession of any building resulting from the unlawful occupation by any person of such building.

For g) or h) above, **We** are not relieved of any liability to **You** in respect of physical damage to the property insured occurring before dispossession or during temporary dispossession.

# HOMEONE (HOUSEOWNER / HOUSEHOLDER POLICY)



## Optional Benefit No. 9 – Extension to cover Subsidence and Landslip

### **What is Covered**

This insurance is extended to cover loss or damage to the property insured caused by:

- i) subsidence and/or heave of the site on which the buildings stand or land belonging to; or
- ii) landslip.

Subject otherwise to the terms and conditions of the **Policy**.

### **What is Not Covered**

We will not pay for loss or damage:

- a) to swimming pools, terraces, patios, drives, footpath, walls, gates or fences unless the building, its outbuilding or garages are damaged by the same cause and at same time;
- b) to or resulting from movement of solid floor slabs, unless the foundation beneath the external walls of the buildings are damaged by the same cause and at the same time;
- c) Directly or indirectly caused by:
  - Coastal or river **erosion**;
  - Demolition, structural alteration or structural repair;
  - Defective design or inadequate construction of foundations.
- d) This Optional Benefit is subject to the following **excess**, and is applicable for each and every loss:
  - 5% of the total **sum insured** or RM25,000.00 whichever is the lower, ascertained after the application of any condition of average.

## IMPORTANT NOTICE

1. The **Insured** shall read this Policy carefully, and if any error or misdescription be found herein, or if the cover is not in accordance with the wishes of the **Insured**, advice should immediately be given to **The Company** and the Policy returned for alteration.
2. **Insured** who is not satisfied with the course of the action or decision of **The Company** may seek recourse through Our Complaints Management Unit and alternatively, may also seek redress or assistance with the Financial Markets Ombudsman Service (FMOS) or approach Bank Negara Malaysia's BNMLINK (Laman Informasi Nasihat dan Khidmat) addressed below:

a) **Complaints Management Unit**

**Liberty General Insurance Berhad**

Customer Service Executive, Customer Contact Centre

Liberty Insurance Tower,

CT9, Pavilion Damansara Heights,

3, Jalan Damanlela,

Pusat Bandar Damansara,

50490 Kuala Lumpur.

Tel. No. : +603-2268 3333 (General Line) or

**Liberty Insurance Contact Channels**

Liberty Insurance Hotline: 1800 888 121

Email: [customer@libertyinsurance.com.my](mailto:customer@libertyinsurance.com.my)

Website: [www.libertyinsurance.com.my](http://www.libertyinsurance.com.my)

Contact Link: <https://www.libertyinsurance.com.my/contact-us>

b) **Financial Markets Ombudsman Service (FMOS)**

(formerly known as Ombudsman for Financial Services)

Company No : 200401025885

Level 14, Main Block, Menara Takaful Malaysia,

No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur.

Tel : +603-2272 2811

Fax : +603-2272 1577

c) **BNMLINK**

**Bank Negara Malaysia**

4th Floor, Podium Bangunan AICB, No. 10, Jalan Dato' Onn,

50480 Kuala Lumpur.

e-Link: [bnm.gov.my/BNMLINK](http://bnm.gov.my/BNMLINK)

Website: [www.bnm.gov.my](http://www.bnm.gov.my)

3. Liberty General Insurance Berhad is a member of PIDM. The benefit(s) payable under this eligible policy is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact Liberty General Insurance Berhad or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).