

PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take up the Product. Be sure to also read the general terms and conditions. Seek clarification from us if you do not understand any part of this documents or general terms. The information provided in this Product Disclosure Sheet is valid as at 01.08.2022.

Product Name: Home Protector Insurance

1. What is this product about?
This policy provides you with coverage for your building/contents solely used for residential purposes only and covers loss or damage by fire, lightning, explosion, flood, burst pipe, or by any perils mentioned in the insurance policy.

2. What are the coverage and exclusions provided?
This policy covers:
Section 1 – Building
 - Fire, explosion, lightning, thunderbolt, subterranean fire, earthquake
 - Burglary, Housebreaking
 - Riots, Civil Commotion or Acts of Strikes
 - Malicious Damage
 - Bursting, Leaking, Discharging or overflowing of Water Tanks, Apparatus or Water Pipes (excess BND1,000.00)
 - Impact Damage
 - Windstorm, Hurricane, Cyclone, Typhoon excluding loss or damage: - by erosion, subsidence, landslip or settling; to gates, fences or retaining walls; by water unless it has entered through an opening in a wall or roof made by the storm.
 - Flood (excess BND1,000.00)
Section 2 – Contents
 - Fire, explosion, lightning, thunderbolt, subterranean fire, earthquake
 - Riots, Civil Commotion or Acts of Strikes
 - Malicious Damage
 - Bursting, Leaking, Discharging or overflowing of Water Tanks, Apparatus or Water Pipes (excess BND1,000.00)
 - Impact Damage
 - Windstorm, Hurricane, Cyclone, Typhoon excluding loss or damage: - by erosion, subsidence, landslip or settling; to gates, fences or retaining walls; by water unless it has entered through an opening in a wall or roof made by the storm.
 - Flood (excess BND1,000.00)
Section 3 – Multi Risks (only available with Section 2)
 - Covers personal property worn or carried by you against accidental loss or damage anywhere in the World.
Section 4 – Personal and Family Liability
 - Covers you and your family members residing with you for legal liability in respect of bodily injury or death to persons or loss or damage to property Worldwide of up to BND500,000 (excluding USA and Canada) (only available if Section 1 & 2 is selected).

Section 5 – Personal Accident

- Covers fatal accident to Insured or Spouse occurring in the private dwelling caused by thieves or by fire if death occurs within three calendar months of the accident.

Section 6 – Domestic Workers Compensation

- Provides cover against claims made by your domestic employees under Brunei Workmen's Compensation Act or at common law.

Major exclusions under this policy;

- Loss or damage directly or indirectly caused by or arising from or in consequence of or controlled by nuclear weapons material
- War, Civil War and any act of Terrorism
- Radioactive and nuclear energy risks
- Property damage to data or software

Note: This list is non-exhaustive. Please refer to the sample policy contract for the full list of exclusions under this policy.

Duration of cover is for one year. You need to renew your insurance policy annually.

3. How much premium do I have to pay?

The total premium you have to pay may vary depending on the underwriting requirements of the insurance company.

- Standard cover:
 - Section 1: BND _____ premium for sum insured of BND _____
 - Section 2: BND _____ premium for sum insured of BND _____
 - Section 3: BND _____ premium for sum insured of BND _____
 - Section 4: BND _____ premium for sum insured of BND _____
 - Section 5: Free Benefits
 - Section 6: BND _____ premium for sum insured of BND _____

The estimated total premium that you have to pay is BND _____

Note: This policy is subject to minimum premium of BND100.00

4. What are the fees and charges that I have to pay?

- Stamp duty BND0.25 and
- When we sell a policy through insurance agent or broker, the insurer pays a percentage of commission from the total premium to the insurance agent or broker.

5. What are some of the important notes that customer should know?

- a) Duty of Disclosure – Statement Pursuant to Section 37(4) of the Insurance Order 2006 – You are to disclose in this proposal form fully and faithfully all the facts which you know or ought to know, otherwise the policy issued hereunder may be invalidated.
The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us. You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us, any of the information given is inaccurate or has changed.
- b) You must ensure that your property is insured at the appropriate amount taking into account the renovations made to your property.
- c) You may select to insure your property on Indemnity or Replacement Basis which include architects and surveyors' fees, cost of removal of debris and meeting any new building regulations or by laws (like submitting plans for approval): -
 - Indemnity Basis – we will pay the cost of repairing the damaged property less the amount for wear, tear and depreciation.

- Replacement Basis – we will pay the full cost of repairing the damage to property without any deductions being made for wear, tear and depreciation provided that the sum insured covered is adequate to cover the cost of reinstating the property.
- d) The sum insured must be monitored and reviewed regularly representing the full value in order to avoid under-insurance otherwise claims settlement will be on Average Basis.
- e) This insurance is subject to 60 days Premium Warranty, i.e. the premium due must be paid and received by the insurer within sixty (60) days from the inception date of this policy/endorsement/renewal certificate. Failure to pay the premium within this period, the contract is automatically cancelled and insurer is entitled to the pro-rata premium on the period they have been on risk.
- f) Claims – Upon the happening of an accident which gives rise to a claim, you shall notify us immediately.
- g)

Note: This list is non-exhaustive. Please refer to the policy contract for the full list of terms and conditions under this policy.

6. What do I need to do if there are changes to my contact details?
It is important that you inform us of any changes in your contact details to ensure that all correspondences reach you in a timely manner.
7. What happens in the event of cancellation?
Upon cancellation any refund of the premium would be based on the conditions stipulated in the policy contract. No refund premium is allowed if there is a claim under the policy.
8. What is a notice of expiry?
A notice of expiry is a reminder to notify that your policy is due for renewal
9. What happens in the event that insurance agent ceases to operate?
You may get your insurance needs from any authorized agent or directly from the insurer
10. What are the documents that I need to submit to apply for this product?
You will need to submit a duly completed Proposal form
11. Where can I get assistance and redress?
If you have difficulties, you must contact us at the earliest possible. You may contact us at:
Head Office: Units 12 & 13, Block A Regent Square
Spg 150, Kg Kiarong
Bandar Seri Begawan BE1318
Negara Brunei Darussalam
Fax: (673) 2 454277 Tel: (673) 2 226222, 2233999
E-mail: insurance@national.com.bn

Branch Office: Unit 20, Block C, Lot 8989
Jalan Pandan Tujuh, Kuala Belait KA1931
Fax: (673) 3 342191 Tel: (673) 3 331222, 3 336468
E-mail: kb@national.com.bn

If your query or complaint is not satisfactorily resolved by us, you may contact Financial Consumer issues, Brunei Darussalam Central Bank via e-mail at fcf@bdcb.gov.bn or walk-in at their address as follows:

Financial Consumer Issues
Brunei Darussalam Central Bank
Level 7, Ministry of Finance and Economy Building
Commonwealth Drive BB3910
Brunei Darussalam
Tel: (673) 2 380007

12. Where can I get further information?

Should you require additional information about our Fire Insurance or any other types of insurance product, you can contact us at our Head Office or our branch office or our insurance agents or visit www.national.com.bn

IMPORTANT NOTE:

YOU SHOULD ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE AGENT OR CONTACT US FOR MORE INFORMATION.

The terms and conditions indicated in this Product Disclosure Sheet are indicative and not binding on us. The final terms and conditions are as stipulated in the insurance policy after our assessment,