



# HOME Shield Malaysia Product Disclosure Sheet



## IMPORTANT NOTE

Read this Product Disclosure Sheet before you decide to take up a **HOME SHIELD**. Be sure to also read through the general terms and conditions.

### Consumer Insurance Contract

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if the Insured Person applied for this Insurance wholly for **purposes unrelated to the Insured Person's trade, business or profession**, the Insured Person had a duty to take reasonable care not to make a misrepresentation in answering the questions in the proposal form and where required by the Company, fully and accurately. The Insured Person shall also disclose any other matter that he/she knows to be relevant to the Company's decision in accepting the risks and determining the rates and terms to be applied. If the Insured Person fails to make such required disclosure, the contract may be avoided, claim denied or reduced, terms changed or varied, or contract terminated. **This duty of disclosure continued until the time the contract was entered into, varied or renewed.**

### Non-Consumer Insurance Contract

Pursuant to Paragraph 4(1) of Schedule 9 of the Financial Services Act 2013, if the Insured Person applied for this Insurance for **purposes related to the Insured Person's trade, business or profession**, the Insured Person had a duty to disclose any matter that the Insured Person knows to be relevant to the Company's decision in accepting the risks and determining the rates and terms to be applied and any matter a reasonable person in the circumstances could be expected to know to be relevant, otherwise it may result in avoidance of contract, claim denied or reduced, terms changed or varied, or contract terminated. **This duty of disclosure continues until the time the contract was entered into, varied or renewed.**

The Insured Person also has a duty to notify the Company immediately if at any time, after this Policy Contract has been entered into, varied or renewed with the Company, any of the information given for this Policy Contract is inaccurate or has changed.

#### 1) What is this product about?

This policy provides you with coverage for your building and/or contents solely used for residential purposes against loss or damage caused by fire, lightning, explosion, flood, burst pipe, or any perils mentioned in the insurance policy.

#### 2) What are the covers / benefits provided?

This policy provides coverage for:

##### i) Section 1 – Building: HouseOwner Insurance (Policy must consist either Houseowner/Householder)

- Loss or damage to your building due to fire, lightning and explosion caused by gas used for domestic purposes
- Loss or damage to your building by aircraft and other aerial devices and/or articles dropped therefrom, impact of road vehicles or animals, bursting or overflowing of water tanks or pipes, theft by forcible and violent entry, hurricane, cyclone, typhoon, windstorm, earthquake, volcanic eruption and flood
- Loss of rent (up to 10% of the total sum insured)
- Liability to third parties for accidents in your house (Limit of Liability up to RM50,000)
- Robbery and hold up in the premises of the insured property
- Reimbursement of increased in Water Bill arising from an unexpected burst pipe(s)
- Safety Net - Pay up to a maximum of 110% of the Sum Insured on Section 1 – Building if your home is completely destroyed by insured perils.

**ii) Section 2 – Contents: HouseHolder Insurance** (Policy must consist either Houseowner/Householder)

- Loss or damage to your contents due to fire, lightning and explosion caused by gas used for domestic purposes
- Loss or damage to your contents by aircraft and other aerial devices and/or articles dropped therefrom, impact of road vehicles or animals, bursting or overflowing of water tanks or pipes, theft by forcible and violent entry, hurricane, cyclone, typhoon, windstorm, earthquake, volcanic eruption and flood
- Loss of rent (up to 10% of the total sum insured)
- Liability to third parties for accidents in your house (Limit of Liability up to RM50,000)
- Property temporarily removed for sale exhibition or to furniture depositories.
- Damage to mirrors
- Compensation for fatal injury occurring by visible violence caused by thieves or by fire.
- Servants' property
- Robbery and hold up in the premises of the insured property
- Reimbursement of increased in Water Bill arising from an unexpected burst pipe(s)

For Section 1 (Houseowner) and Section 2 (Householder), you may extend coverage to the following risks by paying additional premium:

- Subsidence and landslip, riot, strike and malicious damage, bush/lalang fire, damage by falling trees or branches and objects;
- 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;
- Alterations, repairs and additions;
- Extended Theft cover;
- Increased limit of liability to third parties for accidents in your house.

**iii) Section 3 – Add-On Coverage** (Optional Benefit and subject to additional premium)

**3.1 - Landlord Insurance Pack**

Covers malicious damage by tenant and loss of income due tenant runaway. Tune will also bear the legal fee of issuing a letter of demand for rent past due.

Also provides 90 days additional coverage for

(a) Loss or damage of theft or burglary happening whilst Your Premises have been left unoccupied for a continuous period exceeding ninety (90) consecutive days and nights in excess of ninety (90) days of Section 2 - Householder (Content).

or

(b) Loss or damage of theft or burglary happening whilst Your Premises have been left unoccupied for a continuous period exceeding ninety (90) consecutive days and nights

**3.2 - Mortgage Loan Protection Pack**

Provides you insurance coverage in the event your house is deemed temporarily uninhabitable due to insured events or the insured suffers accidental death or total permanent disablement.

**3.3 - Home Care Pack**

Provides insurance coverage by reimbursing you the:

- i. cost incurred in repairing or replacing the damaged or broken pipe(s) as a result of an unexpected burst pipe(s).
- ii. cost incurred in repairing or replacing the damaged fixtures or fittings caused by termites.
- iii. cost incurred for repairing, changing or replacing the external doors, locks and windows or temporary repair caused by violence and forcible break-in or attempted break-in to your building.
- iv. expenses for engaging domestic help/cleaning services due to insured events.

**3.4 - SmartHome Devices Protection Pack**

Provides you insurance coverage for smart home devices due to destruction or damage caused by any accident or misfortune.

## Section 4 – Exclusive Benefits (Complimentary)

### 4.1 – Personal Liability

Covers your legal liability to third parties including legal cost and expenses in respect of bodily injury and property damage.

**Note:** \* This benefit is complimentary with the combined purchase of Section 1: HouseOwner and Section 2: Householders (Content)

**Note:** \*\* You may purchase standalone Personal Liability by paying additional premium if you did not combine the purchase of Section 1: HouseOwner and Section 2: Householders (Content)

Duration of cover is for one (1) year. You will need to renew the insurance plan annually.

### 3) How much premium do I have to pay?

The total premium amount you will have to pay depends on the sum insured and/or according to the plan you select.

Minimum of RM60.00 is applicable to the Section 1 (Houseowner) and Section 2 (Householder) total premium.

Premium Payment can be made via Cash, Credit Card, Internet Banking and Cheque.

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

The fees and charges that you will have to pay are:

| Type   | Amount         |
|--|----------------|
| Commission paid to the insurance intermediary (if any) | 15% of premium |
| Service Tax  | 6% of premium  |
| Stamp duty   | RM 10.00       |

### 5) What are some of the key terms and conditions that I should be aware of?

#### a) Importance of Disclosure

Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

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 in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

#### b) Duty of Assured

You should take all reasonable precautions to prevent claim incidents.

#### c) Premium Warranty

You must pay the premium and the premium must be received by the insurer within sixty (60) days from the policy/endorsement/renewal certificate inception date.

#### d) Submission of Claim

In the event of a claim, you are required to notify us within thirty (30) days from the date of the accident and submit the relevant documents within fourteen (14) days thereof

**e) Insured Value/Sum Insured**

You must ensure that your property is insured at the appropriate amount taking into account the renovations made to your property. If the amount insured in your policy is less than the actual value at the time of loss (i.e. under-insurance), you are deemed to be self-insuring the difference. This average condition will apply in the event of a claim.

You may use the PIAM Building Cost Calculator (BCC) to guide you in determining the Sum Insured for your residential properties. You may access the BCC via our website at [www.tuneprotect.com](http://www.tuneprotect.com) or PIAM's website at [www.piam.org.my](http://www.piam.org.my).

Excesses, being the amount you have to bear before we indemnify you, are applicable for certain perils, such as overflowing of domestic water tanks, windstorm, earthquake and flood claims.

**f) Policy Expiry**

Unless renewed, coverage will cease upon policy expiry date.

*(Note: Please refer to the policy wording for the full terms and conditions of this policy.)*

**6) What are the major exclusions under this policy?**

This policy does not cover certain losses such as:

- Loss / damage due to subsidence, landslip, riot, strike and malicious damage: unless with additional premium
- War, Civil War and any Act of Terrorism
- Radioactive and Nuclear Energy Risks
- Date recognition
- Property Damage to data or software
- Loss of damage by burst pipes whilst the building is untenanted

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

**7) Can I cancel my policy?**

You may cancel your policy at any time by giving written notice to us in which case we shall retain the customary short period rate for the time the policy has been in force. Upon cancellation, you are entitled to a refund premium subject to the minimum premium to be retained by the company. No refund of premium will be allowed if there is a claim under the policy.

**8) What do I need to do if there are changes to my contact details?**

It is important that you inform us of any change in your contact/personal details to ensure that all correspondences reach you in a timely manner. You can provide your updated details via our authorised agents, branch office or our customer service.

**9) Where can I get further information?**

Should you require additional information about Houseowner/Householder insurance, please refer to the insurance info booklet on 'Houseowner/Householder Insurance', available at all our branches or you can obtain a copy from the sales representative at your convenience or visit [www.insuranceinfo.com.my](http://www.insuranceinfo.com.my). Alternatively, you may visit our website at [www.tuneprotect.com](http://www.tuneprotect.com)

If you have any enquiries, please contact us at:

**Tune Protect Malaysia**  
**Tune Insurance Malaysia Berhad**  
Company No: 197601004719 (30686-K)  
Level 9, Wisma Tune,  
No. 19 Lorong Dungun, Damansara Heights,  
50490, Kuala Lumpur,  
Malaysia.  
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E-mail: [hello.my@tuneprotect.com](mailto:hello.my@tuneprotect.com)  
Website: [www.tuneprotect.com](http://www.tuneprotect.com)

10) **Other types of similar insurance cover available**

You may check with your sales representative or contact us directly for other similar types of cover currently available.



**IMPORTANT NOTE:**

YOU MUST ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE SALES REPRESENTATIVE OR CONTACT THE INSURER DIRECTLY FOR MORE INFORMATION.

The information provided in this disclosure sheet is a summary for quick and easy reference. The exact terms and conditions that apply are stated in the policy contract.

Tune Insurance Malaysia Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia. The information provided in this Product Disclosure Sheet is valid as at 18th May 2021.