

# Property Insurance

Information document for the insurance product

Company: DZI - General Insurance JSC

Product: „Comfort for Home“



Country: Republic of Bulgaria

This information document summarizes the most important terms and conditions of the product. It does not reflect the individual terms of your insurance contract. The full pre-contractual and contractual information for the property insurance “Comfort for Home” is contained and provided with your insurance contract (Policy, General Terms and Conditions, Special Terms and Conditions, Proposal-Questionnaire, Annexes).

## What is this type of insurance?

„Comfort for the Home“ is a voluntary property insurance, with which you can be provided also with the additional covers „Third Party Liability“ и „Accident“. The insurance is designed for housing owners, tenants and users.



### What is covered by the insurance?

#### Full or partial damage to:

- ✓ Your housing (apartment, house), villa, garage, fence, outdoor pools, building improvements;
- ✓ Household property serving for everyday and routine use in your home;
- ✓ Solar collectors.

**We provide coverage against damages occurring as a result of risks defined in clauses. The clauses are combines in four packages, from which you may choose the one most appropriate for you:**

- ✓ Prudence Package (minimum), including: fire, lightning, explosion, implosion, collision or fall of piloted aircraft, its parts or cargo (Clause A); storm, hail, torrential rain, flood, load from natural accumulation of snow and/or ice, frostbite/ freezing (Clause B); leakage of water and steam (Clause D2);  
The basic coverage includes Online Protection Clause providing insurance protection against the risks of identity theft, harm to online reputation, as well as dispute related to the purchase of a product from an online retailer, provided that the clause is specified in the insurance contract.
- ✓ Safety Package, including: Prudence Package and malicious acts of third parties, vandalism (Clause A1);
- ✓ Peacefulness Package, including: Safety Package and short circuit and/or electrical shock (Clause D15);
- ✓ Full Coverage Package, including: Peacefulness Package and landslide or collapse of earth layers and/or action of ground water (Clause D5); impact by a vehicle and/ or animal; breakdown with loading and unloading machinery (Clause D7)

#### We also cover costs (OE) incurred by you for:

- ✓ Debris removal in case of damages occurred;
- ✓ Removal of damage from committed or attempted burglary;
- ✓ Other from those described in the General Terms and Conditions.

#### You can also add supplementary coverages to the selected package:

- ✓ Earthquake (Clause D1);
- ✓ Third Party Liability (Clause TPL) - damage to the health and property of third parties from the risks under Clauses A and D2 caused by the insured property;
- ✓ Accident resulting in a fatal event, temporary or permanent disability for you or the members of your household;
- ✓ Burglary, robbery and theft committed by using technical



### What is not covered by the insurance?

#### Damages:

- ✗ Caused/increased by unrepaired damages from earlier events occurred;
- ✗ From improper/derelect storage and/or operation of the property;
- ✗ From flood, wetting as a result of a blockage, corrosion of a water supply and sewerage installation in the insured object or during repair works;
- ✗ As a result of poorly maintained and damaged roofs;
- ✗ Caused by freezing of internal installations, if no measures have been taken to protect them from freezing;
- ✗ As a result of structural and constructional defect, natural wear and tear, aging of materials, defects;
- ✗ Occurring in uninhabited or unused premises – such left without supervision or security for more than 30 consecutive days;
- ✗ To household property which is not located in the housing;
- ✗ Other from those described in the General Terms and Conditions and Clauses thereto.

#### Objects that are not subject to insurance under this product:

- ✗ Objects which are not commissioned in accordance with the statutory procedure;
- ✗ Objects under construction, erection or repair;
- ✗ Movable property in basements, attics;
- ✗ Cash, valuables, works of art, unique objects, books;
- ✗ Objects with production/ business activity, agricultural produce;
- ✗ Motor vehicles, trailers, bicycles; frame-built buildings, caravans, wagons;
- ✗ Other from those described in the General Terms and Conditions.



### Are there any coverage restrictions?

- ! Damages are covered up to the amount of the sum insured or up to the limit specified in the insurance policy for the respective clause.

If you have chosen to conclude the insurance **under condition „first risk“**, we cover the full amount of the damage, but not more than the limit recorded in your policy;

If the insurance is concluded under condition of **proportional compensation** - the actual amount of damages is reduced by an amount equal to the ratio between the sum insured, recorded in the policy and the replacement value of the property.

means or in a special way (Clause KGT);

- ✓ Emergency repairs - 24/7 assistance by a specialized technician or reimbursement of costs in emergency situations in the insured housing, expenses for an urgent return to the insured home, or purchase of essential necessities in case of emergency situation (Clause SOS for the Home);
- ✓ Other from those described in the General Terms and Conditions.

**Optionally, you can take out insurance with freely selected clauses that are not grouped in packages.**

The amount of money you have specified, which has been recorded in the insurance contract, is the **sum insured or limit** up to which we bear liability for damages occurred and covered by the contract.

The insurance is concluded on the basis of the **replacement value** of your property (i.e. its value as new without depreciation and impairment). For your convenience, we have developed a table with minimum prices per sq.m. for dwellings depending on the populated place.

The insurance can be concluded **at the minimum prices offered by us or at higher prices per sq.m** or at a lower limit specified by you (condition „first risk”).

! The insurance does not cover the **deductible in the amount of the damage**, specified in your insurance contract, which can be defined as % of the sum insured and/or of the amount of the damage and/or as a fixed amount in BGN.

! The insurance coverage in case of dispute with an online retailer under the Online Protection Clause, is provided on condition that the address of delivery is located on the territory of the Republic of Bulgaria and the product has been purchased from an online merchant registered in the Republic of Bulgaria



#### Where am I covered by the insurance?

- ✓ On the territory of the Republic of Bulgaria, at the address specified in the policy as the address at which the insured movable and immovable property is located.
- ✓ On the territory of the Republic of Bulgaria and abroad for Accident.



#### What are my obligations?

- To reply to all questions we have posed in the Proposal-Questionnaire by providing us with accurate, correct and complete information;
- To inform us of any change in the declared circumstances;
- To pay the insurance premium under the contract within the agreed term;
- To notify us in due time in the case of occurrence of an event within the agreed time limits and to provide the required documents when making a claim.
- To take the necessary measures to prevent events that may lead to the occurrence of an insured event covered by the insurance contract.
- To use the insured property in conformity with its purpose, to maintain it in good repair in accordance with the statutory requirements of the manufacturer and to take care of it with due diligence.



#### When and how do I pay?

- The price of the insurance is paid as a single payment or as a deferred payment in installments;
- The insurance premium can be paid in cash or by bank transfer; the consecutive installments due can also be paid online at [www.dzi.bg](http://www.dzi.bg).
- For policies concluded for an indefinite period – the premium is determined and is due for each insurance period.



#### When does the coverage begin and end?

- The coverage begins at the date and time specified as commencement in your policy;
- For insurances concluded for an indefinite period – the coverage for the first insurance period starts at the date and time specified as commencement in your policy. Each subsequent insurance period begins on the date following the expiration of the previous one;
- The insurance coverage ends at the date and time specified as end in your policy.
- In the event of non-payment or partial payment of a deferred installment by the maturity date recorded in the policy, the policy coverage is terminated at 24:00 p.m. on the 15th day from the due date or within another time limit, explicitly recorded in the policy.



#### When can I terminate the contract?

- You may terminate your insurance at any time by sending a one-month written notice to us.
- For insurances concluded for an indefinite period – you may terminate the insurance at the end of the current insurance period by a one-month written notice to us. Termination takes effect upon expiry of the insurance period.
- Upon payment of compensation for a total loss.