

Home insurance

Insurance product information

AS LHV Kindlustus, registered in the Republic of Estonia



This publication provides a general overview of home insurance. This document does not contain all the terms and conditions of the insurance contract proceeding from insurance interest and requirements. Complete information, including pre-contractual information and contract terms, is provided in other documents, such as offers, the Terms and Conditions of Home Insurance and insurance policies.

What type of insurance is home insurance?

Home insurance insures dwellings, the related structures and household property and financial expenses. An individual's civil liability can also be insured.



What is covered?

The following may be insured objects:

- ✓ **structures** (building, unit in a terraced house, unit in a semi-detached house, apartment ownership). The structure is insured at restoration value;
- ✓ **household property** (movable property located at the address specified in the policy and portable movable property). The sum insured for household property is specified in the policy;
- ✓ **financial expenses** (cost of renting a replacement dwelling, expense on loan payments, rental income forgone). Financial expenses are indemnified until the restoration or replacement of the dwelling that has become uninhabitable, but for no longer than 12 months and up to 6,000 euros.
- ✓ **Personal liability** (including extensions of personal liability insurance to countries outside Estonia, pet owners and tenants). The sum insured under liability insurance is specified on the policy;
- ✓ **structure and household property insurance** covers all unexpected and unforeseen risks (including destruction, damage and theft of the insured object or robbery) resulting in damage to the insured object and which are not excluded by the insurance terms and conditions;
- ✓ **insurance coverage for financial expenses** applies to financial risks related to damage or destruction of the insured structure as a result of the insured event rendering the insured dwelling uninhabitable;
- ✓ **liability insurance** covers risks arising from claims arising from property damage or personal injury unlawfully caused to a third party and which are not excluded by the insurance terms and conditions.



What is not covered?

The following items are not insured (the full list is provided in the insurance terms and conditions):

- ✗ structures used for business activity;
- ✗ smart devices over two years old and laptops over four years old;
- ✗ motor vehicles, vessels and aircraft subject to registration;
- ✗ information, software and licences;
- ✗ securities and other documents and sets of documents, plans and drawings;
- ✗ weapons and weapons accessories, explosives;
- ✗ animals and plants and other living organisms;
- ✗ samples and prototypes, exhibit items and models of the exhibition and collections of objects;
- ✗ cash and digital money.



Are there restrictions on insurance coverage?

In the case of **structure and household property** insurance, the following situations are not considered insured events:

- ! damage the onset of which was not sudden or unexpected;
- ! damage that occurred over a longer period, gradually;
- ! an item that was left unattended or lost;
- ! aesthetic defects which do not affect the intended use of the object;
- ! damage caused by nuclear energy, blasting, vibration or pollution;
- ! damage caused by acts of war, terrorism or riot;
- ! repair of substandard work or construction defect.

In the case of **liability insurance**, claims arising from the following are not considered insured events.

- ! contractual relations;
- ! economic or professional activities;
- ! acts committed by the insured person intentionally and/or while intoxicated;
- ! possession of motorized vehicles.

The following **financial costs** will not be indemnified:

- ! utility bills;
- ! late interest and contractual penalties arising from unpaid bills (including rent and utility bills).

The complete list is provided in the insurance terms and conditions.



Where am I insured?

- ✓ The insurance coverage is valid at the address specified in the insurance policy. Portable property is insured worldwide. Liability insurance is valid in the area specified in the policy.



What are my responsibilities?

- Submit complete and correct information to LHV prior to conclusion of the insurance contract.
- Pay insurance premiums by the due date and in the amount specified in the policy.
- Avoid increasing the insurance risk and do not allow persons who use the insured property to increase it.
- Notify LHV immediately of any increase in the insurance risk – for example, in the event of changes compared to the provisions set forth in the insurance contract or in connection with transfer of the insured object.
- Make all efforts to prevent an insured event from occurring and to reduce potential damage.
- Notify LHV of a loss event promptly, within no more than five days of the occurrence of the loss event or of learning of the loss event.
- Provide LHV with complete and correct information regarding the loss event.
- Allow LHV to investigate the circumstances of the insured event.



When and how do I pay?

Pay the insurance premium or instalments thereof in the amount and by the due date specified in the policy by bank transfer on the basis of the invoice or by e-invoice standing order on the basis of a contract.



When does the insurance cover start and end?

Insurance cover starts after conclusion of the insurance contract, on the date specified in the policy.

Insurance cover ends on the end date of the insurance period specified in the policy. The insurance cover may also end before the expiry of the insurance period if the contract expires or is terminated before that time.



How can I terminate the insurance contract?

If you concluded the insurance contract **by means of telecommunications**, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing by email to address kindlustus@lhv.ee. If you withdraw from the insurance contract, LHV will refund the insurance premium. If LHV has provided immediate insurance cover, you do not have right of withdrawal.

If you concluded the insurance contract **for more than one year**, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing. If you withdraw from the insurance contract, LHV will refund the insurance premium.

By agreement between the parties, the insurance contract may be terminated at any time before the end of the insurance period. To do so, submit an application to LHV to the e-mail address kindlustus@lhv.ee in a form that can be reproduced in writing, specifying the name of the recipient of the refund of the paid insurance premium and the current account number. If you do not indicate the end date of the insurance contract in your application, LHV will terminate the contract on the day after delivery of the application.

If the insurance contract is terminated during the insurance period, LHV will refund the unearned part of the insurance premium.

An insurance contract cannot be terminated retroactively.