

# Premier (Basic) Thrifti Contents Policy

## OUR GUARANTEE

If **you** are not completely happy with **your** policy, please tell **us** within 30 days of its commencement date. **We** may agree to change the policy to suit **you**. If not, and **you** wish to cancel the policy, **you** can as long as **you** have not made any claims. **We** will then refund any premium **you** have paid and **we** will both regard this policy as never commencing.

## WELCOME!

*We welcome **you** as a valued client of TOWER Insurance. **You** have entrusted **us** with the insurance of **your** contents. **We** value that trust.*

This policy consists of this wording, the proposal and declaration and the **certificate of insurance** completed on the basis of the information that **you** have provided to **us**.

Please read this wording and the **certificate of insurance**. If there is an error of any sort, if **your** needs are not met or if **you** are in doubt then please contact **us**. **We** are happy to help at all times.

The extra cover provided under the Special Benefits and Optional Special Benefits is also subject to the general conditions, exclusions, obligations and limits of this policy.

In this policy some words are in bold, e.g. **you**. This means that the words have a special meaning. To find out the meaning please refer to the Section – Meanings of Words.

## WHAT YOU MUST TELL US

### WE WOULD LIKE TO POINT OUT SOME OF THE IMPORTANT OBLIGATIONS YOU HAVE

It is essential all statements made are correct. **We** must receive all relevant information. This means that **you** must tell **us** everything **you** know, or could reasonably be expected to know, that may influence **our** decision to insure **you**. If any circumstances change or may change during the time **we** provide **your** insurance then **you** must tell **us**.

Examples of a change in circumstances or any other information may include:

- ◆ if the use or occupation of the **house** or land at the **situation** changes to include any business use;
- ◆ if any structural alteration or addition is made to **your house**;
- ◆ if **you** commit, are charged with, or convicted of, any criminal offence other than traffic offences.

These examples are a guide only. If **you** are in any doubt **you** should disclose information, whether or not **we** have asked questions that relate to it. If **we** are not told **we** have the option to decline any claim, or avoid this policy from the date of the change.

## WHAT YOUR CONTENTS ARE COVERED FOR

Sudden and unforeseen accidental physical loss or damage to **your contents** at the **situation** caused by:

- fire, lightning, explosion, thunderbolt;
- strike, riot, civil commotion;
- aircraft, aerial devices;
- impact by vehicles, animals;
- water discharged, overflowing or leaking from any water or cooling system;
- malicious acts;

unless the loss or damage is not covered by this policy.

In no case will **we** pay more than the sum insured shown on the **certificate of insurance**.

## **WHAT SPECIAL BENEFITS YOU ARE COVERED FOR**

### **NO CLAIMS BONUS**

If **you** have been claims free with **us** for 12 months **you** will receive a No Claims Bonus. If after a further 1 year **you** have been claims free **you** will qualify for an extra No Claims Bonus.

Should **you** make a claim, the No Claims Bonus will be reduced at the renewal following the claim. However **we** will increase it at the next renewal if no further claims are made.

## **WHAT OPTIONAL SPECIAL BENEFITS YOU ARE COVERED FOR (If Selected)**

### **EARTHQUAKE**

If **you** have selected this benefit **we** will pay for physical loss or damage to **your contents** caused by earthquake, volcanic eruption, geothermal or hydrothermal activity or tsunamis.

### **GALE, WINDSTORM, HURRICANE, CYCLONE**

If **you** have selected this benefit **we** will pay for physical loss or damage to **your contents** caused by gale, windstorm, hurricane or cyclone.

#### **We will not cover you for loss or damage caused:**

- ◆ by water or rain, unless loss or damage is caused by water or rain entering **your house** through openings in the walls or roof caused by gale, windstorm, hurricane, cyclone;
- ◆ by sea surge, high water, flood, erosion, subsidence, landslip;
- ◆ to solar heating equipment, water tanks, gates, fences, walls, underground services, awnings, blinds, signs, power or telephone poles and equipment, aerials, masts, satellite receiving dish, decorative masts or arches, thatching or any other outdoor fixtures or fittings;
- ◆ to **your contents** unless **your house** is entirely enclosed with all outside doors, windows and roofs permanently in place;
- ◆ to **your contents** if **your house** is undergoing construction, reconstruction or repair unless entirely enclosed with all outside doors, windows and roofs permanently in place;
- ◆ by deterioration of frozen, refrigerated or freezer/cooler goods resulting from electricity power failure or interruption of public electricity supply;
- ◆ to exterior metallic fittings or claddings including but not restricted to roofing iron, guttering, joinery, water tanks and the like resulting from rusting, oxidation or gradual deterioration.

#### **We will not cover you for loss or damage:**

- ◆ unless all fixed glass on the ground and first floor levels including external windows, fixed glass panels, skylights or glass doors are protected by cyclone shutters constructed and affixed in accordance with the minimum standards laid down by **us**. The shutters are to be put in place immediately following an official cyclone warning and are to remain in place during the time the official warning remains in force;
- ◆ occurring within seven days of taking out this policy.

### **Reinstatement of Optional Special Benefit - Gale, Windstorm, Hurricane, Cyclone**

The sum insured will be reduced by the amount of any claim **we** accept but **you** may reinstate with **our** consent and by payment of a further premium.

## **WHAT YOU ARE NOT COVERED FOR**

The **excess**;

or

- ◆ \$100 for loss or damage due to strike, riot, civil commotion;
- ◆ \$500 for loss or damage caused by earthquake, volcanic eruption, geothermal or hydrothermal activity, tsunami;
- ◆ \$250 or ten percent (10%) of the amount of the final adjusted loss whichever is greater but not exceeding five percent (5%) of the sum insured for any loss or damage caused by gale, windstorm, hurricane, cyclone.

**More than:**

- ◆ \$300 for any item or set of jewellery, any watch, any item or set of photographic or video equipment (including accessories), unless shown in the **certificate of insurance**;
- ◆ 20% of the sum insured for any one item (other than jewellery, any watch, any item or set of photographic or video equipment, including accessories, and carpets) unless shown in the **certificate of insurance**;
- ◆ \$1,000 in total for any collections of items other than furniture or furnishings;
- ◆ \$200 in total for any money, bullion, precious stones, negotiable securities, documents.

**Loss or damage to:**

- ◆ **contents** that are outside of Fiji;
- ◆ **contents** removed from the **situation**;
- ◆ **contents** that are in transit from one **situation** to another;
- ◆ animals, fish, birds;
- ◆ artificial or transplanted body parts or aids other than, spectacles, contact lenses, hearing aids, dentures;
- ◆ motor vehicles, motor cycles, caravans, trailers, and their spare parts and accessories;
- ◆ watercraft e.g. sailboards, jet skis, wave skis boats and outboard motors, if the total value of the item including their spare parts and accessories is over \$400;
- ◆ aircraft and other aerial devices;
- ◆ computer software. But **we** will pay for the cost of replacing commercially available computer programmes for which **you** held legitimate licences at the time of loss.

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

- ◆ any unreasonable, criminal, reckless or wilful omission or any disregard for, or failure to comply with any provision in or notice or order under any Act of Parliament by **you**;
- ◆ any time or date device or any item of which it forms part, arising from its failure to recognise any date, character or value as the correct date, character or value (e.g. Year 2000), however **we** will pay for any loss or damage which it causes to any other item;
- ◆ wear, tear, depreciation;
- ◆ mildew, mould, rot, corrosion, rust, gradual deterioration, contamination;

- ◆ insects, rodents, vermin, marine growth or marine borers. However resulting loss or damage other than that caused directly by them is covered;
- ◆ earthquake, volcanic eruption, geothermal or hydrothermal activity, tsunami, unless **you** have selected the Optional Special Benefit - Earthquake;
- ◆ tidal wave, overflow of the sea;
- ◆ gale, windstorm, hurricane, cyclone unless **you** have selected the Optional Special Benefit – Gale, Windstorm, Hurricane, Cyclone;
- ◆ mechanical electrical or electronic breakdown unless burning out occurs. However the resulting loss or damage other than the mechanical or electrical breakdown is covered;
- ◆ scratching, denting, cracking or breakage of articles of a brittle nature unless caused by fire;
- ◆ neglect of maintenance, inherent fault or defective workmanship, materials or design;
- ◆ lifting or shifting the **house** or structural alterations or repairs including the removal or alteration of the roof;
- ◆ malicious acts of persons living with **you** or lawfully in **your house**;
- ◆ war, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not), civil war;
- ◆ mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, or any act of any person or persons acting on behalf of or in connection with any organisation the objects of which are to include the overthrowing or influencing of any de jure or de facto government by terrorism or by any violent means.
- ◆ nuclear weapons material or ionising radiation or contamination by radioactivity from any nuclear waste or from the combustion of nuclear fuel; for the purpose of this exclusion combustion includes any self-sustaining process of nuclear fission or fusion;
- ◆ subsidence, landslip, erosion, any action of the sea;
- ◆ confiscation, nationalisation or requisition by the order of Government or Local Authority but **we** will pay for damage as a result of such order if such damage is to prevent loss or other damage covered by this policy;
- ◆ settling, cracking, movement of land;
- ◆ any activity for financial return (other than domestic rent) whether for profit or not.

### **HOW TO MAKE A CLAIM**

It is important **you** tell us immediately **you** become aware of any circumstances which may result in a claim.

**You** will be asked to complete a claim form. **We** must receive **your** completed claim form within 30 days. In order to avoid delays with **your** claim **you** should also provide **us** with proof of purchase (e.g. receipts, credit card vouchers, warranties, guarantees, etc) for any property for which **you** wish to claim.

### **SOME OF YOUR OTHER IMPORTANT OBLIGATIONS ARE**

#### **You must:**

- ◆ not make a claim that is false or fraudulent in any way;
- ◆ inform the Police if it appears that there has been arson or malicious damage;
- ◆ allow **us** to complete all necessary documents and authorities in respect of any claims under this policy as **your** authorised agent;

- ◆ allow **us** to take over for **our** own benefit and settle any legal right of recovery **you** may have and **you** must co-operate fully on any recovery action;
- ◆ take all steps which **we** consider reasonable to prevent further loss or damage and see that any rebuilding or repairing is carried out promptly;
- ◆ comply with all **our** requests relating to **your** claim including providing all co-operation information and assistance;
- ◆ allow **us** to inspect the loss or damage and deal with any salvage in a reasonable manner. No property may be abandoned to **us**;
- ◆ not start repairs to **your contents** without **our** prior approval;
- ◆ establish that **you** have complied with all **your** obligations under this policy and that none of the exclusions apply;

otherwise **we** can decline **your** claim and/or recover any payment already made.

### **HOW WE WILL LOOK AFTER YOUR CLAIM**

Once **we** receive advice of **your** claim **we**:

- ◆ will acknowledge that **we** have received **your** claim form and ask **you** for any further information or assistance **we** may require to enable **us** to consider **your** claim;
- ◆ may appoint an assessor or loss adjuster to look after **your** claim.

### **HOW WE WILL SETTLE YOUR CLAIM**

**We** will arrange for the repair, replacement or payment for the loss, once **your** claim has been accepted.

**We will pay:**

- ◆ the **indemnity value** of **your contents**;

**In all cases:**

- ◆ if **you** pay **your** premium by instalments and **your contents** are a total loss **you** must pay the rest of the annual premium before **we** settle **your** claim;
- ◆ **we** may make payment to an interested party (mortgagee etc) if **you** have one. Their receipt will discharge **us** completely;
- ◆ **we** will not pay more than the sum insured shown in the **certificate of insurance**;

**We are not bound to:**

- ◆ repair or reinstate **your contents** exactly to their previous condition. In all cases **we** have the option whether to make payment, rebuild, replace or repair;
- ◆ pay the cost of replacement or repair beyond what is reasonable, practical or comparable with the original;
- ◆ pay for wall, floor or window coverings not located in the room or rooms where the loss or damage occurred.

### **CANCELLING THIS POLICY**

**You** may cancel this policy at any time by writing to **us**. **We** will refund 80% of **your** unused premium.

**We** may cancel this policy at any time by writing to **your** postal address on **our** policy records. This letter will contain at least 14 days notice. **We** will refund **your** unused premium.

If **you** make a claim which is false or fraudulent in any way **we** may avoid **your** policy or cancel it effective immediately.

**Your** policy is automatically cancelled if **your contents** are a total loss and no refund of premium is given however **you** may apply to **us** to insure **your** new contents.

## **MAKING CHANGES TO THIS POLICY**

**You** can have this policy altered at any time as long as **we** agree in writing to such alteration before it takes effect. **We** can, in exceptional circumstances, alter the terms of this policy by writing to **your** postal address on **our** policy records and the change will take effect 14 days after the date of that letter from **us**.

## **LEAVING YOUR HOUSE UNOCCUPIED**

Unless **you** have told us that **your house** is a holiday home, **you** must have **our** prior written confirmation if **your house** is going to be unoccupied for more than 60 consecutive days, otherwise cover under this policy is automatically suspended. Cover resumes as soon as **your house** is occupied again.

If **you** have told **us** that **your house** is going to be unoccupied **we** may, if **we** choose, change the terms of this policy. Any change will be notified to **you** in writing and will take effect 14 days after the date of the letter from **us**.

## **UNDERINSURANCE**

If at the time of any claim it is found that **you** have understated the value of **your contents** by more than 20% (twenty percent) then **you** will be considered to be **your** own insurer for the difference and **we** shall only pay **our** rateable proportion of the loss. This will not apply if the amount of the loss does not exceed 5% (five percent) of the sum insured.

## **OTHER INSURANCE**

**We** will only pay over and above the cover provided by any other policy.

## **AUTOMATIC REINSTATEMENT**

In the case of partial loss or damage to **your contents** **we** will pay the premium to reinstate **your** insurance after **we** meet any claim. This does not apply to the Optional Special Benefit - Gale, Windstorm, Hurricane, Cyclone.

## **JURISDICTION**

The laws of Fiji apply to this policy. The Fiji Courts have exclusive jurisdiction in relation to legal proceedings about this policy.

Any judgement for costs or damages awarded by any Court outside Fiji or any judgement or order obtained in Fiji for the enforcement of a judgement obtained outside Fiji are not covered.

## **CURRENCY AND TAXES**

All sums insured and policy limits are expressed in Fijian currency and include Value Added Tax (VAT) and all other taxes. All claims will be paid in Fijian currency.

## **MEANINGS OF WORDS**

- ◆ **“Certificate of insurance”** means the certificate of insurance first issued to **you** or the current renewal certificate whichever applies and any endorsement certificates that have been added during the period of insurance.
- ◆ **“Contents”** means all **your** domestic furniture, furnishings, home appliances, household effects and personal effects, shown in the **certificate of insurance**. This includes **contents** hired by **you** for which **you** are legally liable.
- ◆ **“Excess”** means the amount of any claim which **you** must bear. The amounts are shown in the **certificate of insurance** and this wording.
- ◆ **“House”** means the domestic building **you** own, lease or rent at the **situation** and any domestic structure on the domestic land that goes with it.
- ◆ **“Indemnity value”** means the cost at the time of loss or damage of rebuilding, replacing or repairing **your contents** to a condition no better than new less an appropriate allowance for depreciation and deferred maintenance.
- ◆ **“Situation”** means the situation shown in the **certificate of insurance**.

- ◆ **“You” or “your”** means the person(s) named in the **certificate of insurance** as the insured, **your** spouse and **your** children normally residing at the **situation**. **You** and **your** does not include a de facto partner, or family members such as parents and grandparents or brothers or sisters unless they are named in the **certificate of insurance**. Where **you** jointly own the **contents** this policy insures **you** jointly.
- ◆ **“We”, “us” or “our”** means TOWER Insurance (Fiji) Limited.