

HOME INSURANCE (FOR CUSTOMERS OF LUMINOR BANK)

Insurance product information document. This information has been translated from the official document in Lithuanian.

Product: home insurance

Insurer: Lietuvos draudimas AB, an insurance company incorporated and registered in the Republic of Lithuania. Its activities are governed by the Republic of Lithuania Law on Insurance and other legal acts, with supervision carried out by the Bank of Lithuania, licence No 17



Recast version of 22/11/2022

Non-official translation. In case of disagreement, certified Lithuanian version of Terms and Conditions will be used.

This document does not reflect the terms and conditions of a specific home insurance contract. It presents only the most common insured events and exclusions. The detailed information is provided in the following documents:

- Home insurance terms and conditions for customers of Luminor Bank (recast version of 22/11/2022, valid as of 01/01/2023);
- Home insurance policy.

WHAT IS THE TYPE OF THIS INSURANCE?

Home insurance, which comprises the following constituents (unless otherwise provided):

- Insurance of buildings
- Home contents insurance
- Third-party liability insurance
- Personal liability insurance

Additionally, you can select the following services:

- Mobile devices – Comprehensive insurance coverage
- Insurance of student items
- Insurance of gravestones
- Emergency assistance at home



WHAT IS INSURED UNDER THE INSURANCE COVER?

Insured events

- ✓ The sum insured or its limit for a group of objects shall be determined by the agreement between the insurer and the policyholder (calculated according to the replacement of residual value of property), however, it may not exceed the value of the property insured. It is indicated in the insurance policy.

INSURANCE OF BUILDINGS

Minimum, Standard and Maximum options

- ✓ Fire (fire, explosion, lightning discharge, etc.)
- ✓ Water (plumbing accidents, flooding, etc.)
- ✓ Natural forces (storm, rain, snow pressure, etc.)
- ✓ Theft and malicious damage of the building
- ✓ Smashed glass
- ✓ Arrangement of the place post-event
- ✓ Auxiliary buildings and stationary outdoor structures

Standard and Maximum options

- ✓ Water penetration through the building structures (first event)
- ✓ Water leakage from stationary equipment (first event)
- ✓ Vehicle impact
- ✓ Spontaneous falling of trees
- ✓ Damage or destruction of property due to voltage fluctuations or overvoltage
- ✓ Residential rent expenditure upon temporary loss of home
- ✓ Expenses on performance of contractual obligations related to property pledged
- ✓ Heating system and its equipment faults

Maximum option

- ✓ Failure of electric motors for building operation
- ✓ Comprehensive insurance coverage

HOME CONTENTS INSURANCE

Minimum, Standard and Maximum options

- ✓ Fire (fire, explosion, lightning discharge, etc.)
- ✓ Water (plumbing accidents, flooding, etc.)
- ✓ Natural forces (storm, rain, snow pressure, etc.)
- ✓ Housebreaking



WHAT IS NOT INSURED UNDER THE INSURANCE COVER?

Exclusions

HOME CONTENTS

- ✗ Software (except software installed on a computer purchased) and data stored on the computer media
- ✗ Documents, which cannot be recovered on the basis of independent registers or other official sources: works of art created by the policyholder; money in bank or bank card accounts
- ✗ Home contents in the premises where the commercial or manufacturing activities are carried out
- ✗ Plants, birds and animals
- ✗ Construction materials, articles and construction products
- ✗ Motor vehicles and trailers, fuel, quadricycles, planes, drones, agricultural machinery and production
- ✗ Food supplements, medicines, implants, tobacco products and electronic cigarettes

DUE TO FIRE

- ✗ If property is damaged due to heat exposure during melting, welding, drying, ironing, smoking, baking, etc., unless the fire spreads and damages another insured property, or damage can be compensated under the Comprehensive insurance coverage
- ✗ If the chimney and its structure are damaged due to soot burning

DUE TO WATER

- ✗ If water is used for washing or cleaning
- ✗ If the damage occurs in non-operational or unheated buildings during the heating season (when these buildings have a heating system installed)

DUE TO NATURAL FORCES

- ✗ If damage is caused to buildings in which the bearing structures have worn out and lost their bearing capacity
- ✗ If loss occurs due to a flood, which was expected at the insured location (occurs at least once per 10 years)

- ✓ Smashed glass
- ✓ Theft of bicycles, scooters (including electric scooters), segways, prams, wheelchairs outside the coverage area.
- ✓ Site arrangement following the insured event
- ✓ Damages caused to home contents in the auxiliary buildings

Standard and Maximum options

- ✓ Water penetration through the building structures (first event)
- ✓ Water leakage from stationary equipment (first event)
- ✓ Spontaneous falling of trees
- ✓ Damage or destruction of property due to voltage fluctuations or overvoltage
- ✓ Robbery outside the insured location
- ✓ Theft with breaking and entering into a locked vehicle
- ✓ Damages cause to the contents of visitors
- ✓ Door lock replacement
- ✓ Theft from a fenced territory of the site or apartment terrace

Maximum option

- ✓ Impact of a vehicle
- ✓ Comprehensive insurance coverage

THIRD-PARTY LIABILITY INSURANCE

- ✓ Damages to the third parties or their property that occur in an insured apartment or house (e.g., flooding of neighbours) and insured is liable for the damages

PERSONAL LIABILITY INSURANCE

- ✓ Actions of the policyholder and co-habiting family members, employees (e.g., nanny) or animals, which caused damages to the third parties or their property



DUE TO THEFT

- ✗ If the fact of key theft or robbery is not recorded by the police
- ✗ Where the perpetrator entered through an unlocked door; open window, to the fenced site through open gates, etc.
- ✗ If there are no signs of intrusion
- ✗ If robbery occurs outside the insured location and no physical or psychological violence has been established

DUE TO GLASS BREAK

- ✗ If the glass surface is scratched or damaged in a similar manner without breaking

DUE TO VOLTAGE FLUCTUATIONS OR OVERVOLTAGE

- ✗ If damages to the electronic and computer equipment occurred due to manufacturing defects or wear off
- ✗ If damages occurred due to mechanical damages of the equipment
- ✗ If damages to the equipment occurred due to improper connection or assembly, incorrect operation, maintenance or supervision

UNDER THE COMPREHENSIVE INSURANCE COVERAGE

- ✗ If the loss occurs due to errors and defects you knew about or should have known about
- ✗ If property is lost, disappears, misappropriated, squandered, stolen, taken without signs of intrusion or robbery
- ✗ In case of internal faults of the property insured
- ✗ If property is damaged or broken while used according to its intended purpose of use or in the absence of external impact factors
- ✗ Due to repairs carried out outside the insured location and construction/reconstruction works

DUE TO FAILURE OF HEATING SYSTEM AND ELECTRICAL MOTORS

- ✗ The electrical motors, heating systems and their devices with a valid manufacturer's warranty or which are older than 10 years shall not be insured or where the manufacturing date cannot be established

IF THE INSURED PROPERTY IS DAMAGED OR LOST

- ✗ Due to imminent natural processes (corrosion, decay, mould, natural wear, etc.) (however, where the insured event indicated in the contract occurred due to these processes and other property was damaged, these damages shall be indemnified)
- ✗ Due to disintegration, fall or other defects of the building structure due to construction, reconstruction, repair and finishing works carried out at the insured location or construction surveys carried out prior to conclusion of the contract, engineering actions, or construction errors and defects
- ✗ Damage to insured property caused by insects, birds, rodents, parasites, pets and other animals (however, where the insured event occurred due to the impact of animals and other property was damaged, these damages shall be indemnified)
- ✗ Natural sinking and expansion of buildings or parts thereof



ARE THERE ANY RESTRICTIONS ON INSURANCE COVERAGE?

- ! Where the overhaul or renovation works of the buildings have been started or where the unfinished building was insured, the coverage shall be valid only for the risks of fire and/or natural forces, depending on the development level and scale of repairs of the building. Upon



completion of the works, the coverage will become valid in full scope

- ! Indemnification restrictions shall apply to certain events (e.g., robbery outside the insured location) and contents (e.g., valuables, mobile devices) – these restrictions are indicated in the terms and conditions and insurance policy
- ! The deductible may apply to certain events. The information on its amount and application are specified in the insurance policy
- ! There may be restrictions when the property is located outside the place of insurance (e.g., when travelling)



WHERE DOES THE INSURANCE COVERAGE APPLY?

- ✓ Buildings insurance – in an insured building (e.g., apartment, house, auxiliary structures) or stationary structures in the adjacent outdoor territory.
- ✓ Home contents insurance – in the insured building and other places, if contents are temporarily removed. The coverage shall be valid in Lithuania, Baltic States or, depending on the selected insurance option, almost in the entire Europe, except in the territories of the Russian Federation and the Republic of Belarus.
- ✓ Third-party liability insurance – in the insured building.
- ✓ Personal third-party liability insurance – as selected – in Lithuania, EU and other listed countries or worldwide (except in the USA, Canada, Austria, Russian Federation and Republic of Belarus).



WHAT ARE MY DUTIES?

- To inform Lietuvos draudimas within 3 business days regarding any changes in the insurance risk (e.g., start of overhaul, building an annex, if the building becomes not permanently inhabited, etc.).
- To immediately notify Lietuvos draudimas upon change of the residential place.
- If the home keys are lost, to inform Lietuvos draudimas and the police within 24 hours. We recommend to act promptly because damages that occur from the moment of loss of keys until the moment of notification shall not be indemnified.
- To retain and present upon request the photographs of property and, whenever possible, acquisition documents.
- In case of an insured event, to take immediate action to contain the effects and notify relevant authorities (e.g., police), and inform Lietuvos draudimas about the event within 3 business days.
- To take care of the insured property – ensure proper roof covering, clean the snow, ensure regular maintenance of pipelines and electrical installations, proper state of locks, shutters and alarms.
- To cooperate with Lietuvos draudimas for the purposes of identification of persons who caused the damages.



WHEN AND HOW SHOULD I PAY?

You can pay the insurance premium in one transaction or divide it into partial instalments (from 2 to 12) by requesting automatic payment on the self-service website www.savasld.lt.

The insurance premium and its payment terms are specified in the insurance policy.



WHEN DOES THE INSURANCE COVERAGE COME INTO EFFECT AND END?

The home insurance contract shall be concluded with you for the period of 12 months and shall commence on the date indicated in the insurance policy, if the insurance premium has been paid before the said date.



HOW CAN I TERMINATE THIS CONTRACT?

If you wish to cancel your coverage, you can do that at the self-service website www.savasld.lt or by calling 1828.