

OVERSEAS  
HOME  
INSURANCE

# OVERSEAS 606

## HOME INSURANCE



  
**HISCOX**  
AS GOOD AS OUR WORD

# WHO WE ARE

Established in 1901, Hiscox is a London-based insurer, who is Europe's leading insurer of high-value homes and contents, offering considerably broader cover than most of its competitors and more importantly an award-winning claims service.

## Overseas 606 Home Insurance

Hiscox's Overseas insurance offers a similar coverage to which you may already have with Hiscox in your country of origin. Our product has a worldwide cover with the flexibility to include all your homes around the world under a single policy.

Our commitment is to provide solutions and manage claims quickly and efficiently in a stress-free process with the support of a network of experts who speak your language and help you as much as possible. Also, our knowledge of different markets guarantees our clients that there will be no surprises if damage occurs.

### The Hiscox policy offers:

- Wordings in plain English, important when trying to understand what is covered.
- Reputation of fast and fair claims service. Over 90% of our home insurance clients in the UK were satisfied with the way we settled their claim. Also in Spain the average rating our clients give our claims service is approximately 9 (on a scale from 1 to 10).

Hiscox's Overseas policy is specifically designed for expats in Spain with high-value homes and possessions. Its reputation is based on great customer experience.



## Why choose specialist high-net-worth household insurance?

Homeowners commonly assume that 'all insurance is the same', and advertising encourages price comparison with little attention being paid to coverage.

Standard insurance is fine for standard homes, but if you have a little more to protect, then a standard policy is unlikely to provide you with adequate cover. Unfortunately, this is usually only revealed at the claims making stage, and it soon becomes apparent that saving a few Euros on the premium can mean losing thousands in the event of a claim.

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### Some of the benefits when you buy a Hiscox policy:

- Automatic worldwide all risks cover.
- Wider limits with less restrictions of cover.
- With no sum insured limitation to unlisted single items, except: gold, silver and jewellery.
- No average clause: we pay up to the sum insured.
- In case of loss we don't deduct any amount for wear and tear.
- Regular tips on risk management and prevention.
- Award-winning claims service.
- Free risk survey if needed and advice on security and steps that can be taken to reduce the likelihood of a claim.
- Specialist cover for antique collections, fine art and jewellery.
- Liability to others is automatically covered up to €7,500,000.





## SOME OF OUR COVER DETAILS

COVER	HISCOX OVERSEAS 606
CONTENTS	Worldwide all risks covered
FINDING A LEAK	Up to the sum insured with a €22,500 limit outside of the home
AESTHETIC DAMAGE	We repair the damaged area and make sure it is in harmony with the surroundings
GARDEN	Up to 5% of the building sum insured
OUTDOOR ITEMS	Up to 10% of the content insured
POWER SURGE	We replace damaged devices up to the sum insured
UNLISTED ITEMS	No need to list your contents except gold, silver and jewellery
HOLE-IN-ONE	Complimentary drinks at the club house up to €750
ACQUIRED DISABILITY COVER	Up to €75,000 towards the cost of adapting your home after claiming injury
CREDIT CARDS	Automatic cover up to €45,000 in case of robbery
CASH	Automatic cover up to €7,500 in case of robbery
FINE ART	Agreed value. In case of partial loss we pay both the restoration and the loss of value of the work
LIABILITY	Worldwide cover up to €7.5 million to others including your employees



## GENERAL SPANISH INSURANCE

Nominated cover only at risk location

Very restricted limit

As a general rule, they only cover up to €3,000

Not usually covered

Not usually covered except when stated in the policy at extra premium

Restricted limit or no cover at all

Restricted limit per item over given amount

Not covered

Not covered unless stated in the policy at extra premium

Not usually covered

Not usually covered

The value of the item needs to be confirmed by an expert. In case of partial loss they just pay restoration and don't cover value. Others just pay restoration and don't cover loss of value

Limited to the risk location. When covered, it's limited to the risk location. Extremely low sum insured. Usually less than €500,000

# WHY HISCOX?

**Hiscox is not just another insurance company. We have our own principles. No empty promises. No delays. No small print. This is just the way we do business.**

We defend a set of values established by Robert Hiscox over 50 years ago: integrity, honour and trust. These are the principles that all of our business rests on. Talking of values may sound old-fashioned, but we believe that these stand the test of time. And this is shown in practice: 96% of household insurance customers who presented a claim to us were satisfied with the way their claims were handled.

We accept this commitment because we like to be demanding with ourselves when it comes to providing a service to our customers. This is the goal we have set: to honour our principles and to keep our word.

We value the fact that our customers trust us to protect their homes by taking out their insurance with Hiscox. And we like to think that we return this trust.

## **Experience and specialization**

Hiscox, which dates back to 1901, is one of the world's main insurance companies specializing in high net worth houses and fine art.

## **More than an insurance company**

Customer with high worth properties, top-of-the-range houses and works of art or other valuables need special insurance. That is why Hiscox analyses each customer individually to understand his or her needs.

## **Value-based insurance**

Our aim is to protect our customers' assets. We offer all our customers a free risk assessment and asset appraisal service in order to ensure that the cover is sufficient in the event of a claim.

## **A common sense approach**

We only use expert loss adjusters, who are used to dealing with high sums insured and non-standard lifestyles. They will visit your property and offer specialist guidance and reassurance to help you get back on track.

All contents are covered on a new-for-old basis with no deductions for wear and tear. On most occasions Hiscox will only require one estimate for repair works and can often make settlement based on this rather than waiting for an invoice. No average clause or any similar penalties for under-insurance.

## **Hiscox service. A philosophy**

Service is fundamental in Hiscox; from the moment we insure your home automatically, all of your assets are secure. And we always guarantee an exceptional processing of claims. It is not just a standard policy or service. For Hiscox, good service means solving a problem quickly and providing the customer with what he or she expects. That is why good service starts with a customer being properly insured so that in the event of a claim, it can be processed quickly, efficiently and easily. To achieve this, we offer our customers a risk survey service as part of our standard offer.

"I am delighted you paid my claim for what was arguably a 'grey area'. This was done with no hassle or questions and I am grateful for your grown up attitude which set you apart from others in the industry."

**Mr Rupert Fleming**

"I'm quite demanding and don't often give maximum scores such as this, however on this occasion you fully merit it. Thank you very much."

**Mr Oliver Gates**

## EXTRAORDINARY COVER EXAMPLES

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### **Theft**

Some sculptures appraised at €30,000 disappeared from a client's house during the weekend, whilst he was away. Hiscox settled the claim swiftly, but kept on investigating the issue to recover the stolen items.

### **Power surge**

A client suffered a massive power surge at his home which blew out many electrical appliances plugged in at the time, as well as causing severe damage to a home automation system. We had a loss adjuster on site within 24-hours, and the claim was valued at just under €85,000. Hiscox proceeded to settle the claim with our client, and as the fault of the loss lay with the electricity supplier, they went on to pursue the utility company for the recovery.





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