Premium Residences By Hiscox
Product information for the brokers
Terms and conditions, ref.: 0023 09/23

INSURANCE PRODUCT: PREMIUM RESIDENCES BY HISCOX

INSURANCE PRODUCT APPROVAL PROCESS

The product's approval process has been carried out in a manner proportionate and adequate to the nature of that product, in accordance with the procedures established by HISCOX S.A., SPANISH BRANCH, corresponding to Overseas 606 Home Insurance 4252 ES 03/20.

Target market

This product has been designed to fulfil the demands and needs of the owners and renters of exclusive and high-value homes that wish to protect themselves from possible loss or damage to which they may be exposed. More specifically, for:

a. Owners who have one or more homes in Spain or in any other country in the European Economic Space or in the United Kingdom.
b. Homes having contents worth more than € 300,000, such as works of art or other valuables.

Negative market

This product has not been designed to fulfil the demands and needs of owners or renters of homes without contents or with contents worth less than € 300,000.

RECOMMENDED DISTRIBUTION STRATEGY

This product may only be sold in the form of an "advised sale". The terms "advised sale" refer to a sale in which the client is given a personalised recommendation, in which it is explained why a specific product will best satisfy their demands and needs, prior to the formalisation of the insurance contract.

The product may be sold in person or through other forms of long-distance contracting. This product cannot be sold over the phone, although it is possible to provide the advice over the phone.

INFORMATION ON THE INSURANCE PRODUCT
Main benefits: From what risks is your client protected?

The insurance is contracted by modules or sections and covers the client from possible damage or loss to which their high-value private residence or its may be exposed, as well as from general liability that may arise therein in certain circumstances:

We will pay an indemnity for any claim that the Insured receive for:

Section A – Building and Tenant's Improvements: in case of physical loss or material damage in the reconstruction or repair of the private residences and the refurbishment and improvement works carried out.

Section B - Contents: for any physical loss or material damage occurring in the private residence that affects the household items and furnishings.

Section C –Fine art: for any loss or material damage to antiques and unique and valuable collectibles.

Section D – Valuables: for any loss or material damage to jewellery, watches, fur coats (among others)

Section E – Your Liability: including expenses and costs incurred in defence from claims:

1. To others: for accidents causing material damage or personal injuries for which the Insured may be responsible whether in a personal capacity or in the capacity of owner or renter of an insured property (from the owner in the latter case).
2. To your employees: for bodily injuries, or accidents. For the insurance to cover the liability toward home office employees, the policyholder may only have up to 5 employees.

Section F- Emergency travel: as a consequence of the costs incurred so that the Insured or other family member may return to the home and mitigate the consequences of any damage and/or loss sustained by the Contents.

Section G – Family Protection: as a consequence of costs incurred in situations such as assault or aggravated robbery, assault in an aerial means of transport, identity theft, kidnapping and ransoms, aggressions during the use of vehicles or threats.

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Notable exclusions and limitations:

Temporal scope: It should be noted that the policy covers the damage or loss occurring during the insurance period and for Section E: the claims for events occurring during the insurance period and claimed within up to one year after termination of the insurance or the last of its renewals.

Territorial scope: Depending on the policy scope, the policy may provide cover in Spain, Europe or worldwide (excepting US and Canada). Please check the General Conditions and Policy Schedule.

Risk Questionnaire: It is very important that your client should correctly fill-in the risk questionnaire that is required prior to contracting the policy. Any false or inaccurate statement made in the questionnaire may result in denial of cover.

Exclusions: The policy does not cover (among others):

- ✗ The losses or damage caused by wear and tear, gradual deterioration or lack of maintenance (applicable to all Sections).
- ✗ Inappropriate use, construction or design defects, or use of inadequate or defective materials, as well as defects occurring as a consequence of deficient maintenance of the home (applicable to Section A).
- ✗ Damage to property during its transport, unless properly packaged, in accordance with the nature of the property being transported (applicable to Sections B, C and D).
- ✗ Liability for bodily injuries sustained by the insured or any person linked to the insured through a contract of service (applicable to Section E 1.).
- ✗ Liability arising from or related to any type of work carried out by the home employees , other than the tasks for which they have been contracted (applicable to Section E 2.).
- ✗ Loss or damage caused by the Insured, their family members, work colleagues or any other person acting on the name of the insured (applicable to Section G).

It is important that you inform your client of the following:

- ✓ Construction, extension, refurbishment or demolition works: The insured must inform us of any works that are to be executed at least 30 days prior to the start of those works, if the estimated cost of the works is more than € 250,000, so that we may propose new terms. If no such notification is made, we will refuse any claim for the loss.
- ✓ Unoccupied buildings: It is noted that we do not cover water leaks if the building is unoccupied for a period of more than 60 days, if the insured have not closed the main shut-off valve, or completely emptied the pipes of water in cases of damage caused by freezing.

Other important questions:

- ✓ The policyholder must report any change or modification that occurs in respect of the information initially provided, including any change in the value of the insured property, as soon as possible.
- ✓ The insured must maintain the insured property in good condition and in a good state of conservation.
- ✓ The insured must report any incident that may result in a claim covered by the policy as soon as the insured learn of it, and in any case, within a maximum period of 7 days from the date on which they learn of it.
- ✓ The insured must notify us if they are going to carry out any refurbishment works with a value of more than € 250,000, at least 30 days prior to the start of the works.
- ✓ We must be informed if there are any dangerous dogs owned by the insured so that we may offer the appropriate cover.

Costs

The price of the insurance includes the following:

Insurance Premium Tax (IPS), Insurance Company Settlement Tax (LEA) and Extraordinary Risk Surcharges of the Insurance Compensation Consortium, as established in the applicable laws.

Please, ensure you have the client's signature on the policy.

Likewise, for a full understanding of the cover offered, please read the Policy's terms and conditions (general and special conditions and policy schedule) in their entirety. In any case, for any additional queries you may have in relation to the information provided above, you may contact the following email address spain@hiscox.com. If it is found that an insurance product is not in line with the interests, objectives and characteristics of the intended market as defined or if there are other circumstances linked to the product that may affect your clients, please contact gobernanza@hiscox.com.