



# Home Contents Insurance

(Annual Cover)

## Product Disclosure Sheet

*(Read this Product Disclosure Sheet before you decide to take out the Home Contents Insurance Plan. Be sure to also read the general terms and conditions.)*

### 1. What is this product about?

The Home Contents Insurance is a comprehensive home contents cover that includes extended coverage to ensure all-round home protection and a 24-hour Home Assistance Services always on stand-by to help.

All Malaysians, Permanent Residents, Work Permit/Employment Pass Holders or otherwise legally employed in Malaysia and their Dependents is eligible to apply for this plan and there is no other specific eligibility criteria.

### 2. What are the covers / benefits provided?

Details of coverage as per below:

COVERAGE	MAXIMUM Benefits (RM)
<p><b>Home Contents Coverage</b> Damage to or loss of home contents due to fire, lighting, explosion, aircraft damage, impact damage, water damage, theft, windstorm, flood, earthquake, malicious damage and accidental damage. The maximum coverage for</p> <ul style="list-style-type: none"><li>i. Furniture or home appliances (e.g. leather sofa, hi-fi)</li><li>ii. Valuable property (e.g. jewellery, watch, fur)</li><li>iii. Interior decoration/renovation (e.g. built-in closet, newly-installed flooring)</li></ul>	<p>Up to sum insured (subject to the following sub-limits)</p> <p>10,000 per item</p> <p>2,000 per item (up to 20,000 in total per event)</p> <p>20,000 per event</p>
<p><b>Alternative Accommodation</b> Home is damaged and rendered uninhabitable due to accidents</p>	<p>300 per day (up to 10,000 in total per event)</p>

<b>Domestic Servant's Property</b> Damage to or loss of domestic servant's clothing and personal effects	2,000 per event
<b>Frozen and Perishable Food</b>	500 per event
<b>Fire Brigade Charges</b>	500 per event
<b>Window / Door Replacement</b> Damage to door or window due to theft	2,000 per event
<b>Personal Accident Cover</b> Accidental death at home as a result of fire or theft	100,000 per event
<b>Household Removal</b> Damage to or loss of home contents in the course of removal by professional removers	100,000 per event
<b>Interior Decoration / Refurbishment</b> Damage to or loss of contract work provided that renovation period does not exceed 2 months	2,000 per item (up to 20,000 in total per event)
<b>Loss of Personal Documents</b>	1,000 per event
<b>Loss of Personal Money</b>	1,500 per event
<b>Unauthorised Use of Credit Card</b>	2,500 per event
<b>Personal Liability Coverage</b> Any claim made against you for bodily injury or property damage resulting from negligence of you or your family members i) Worldwide other than USA and Canada ii) USA and Canada	2,000,000 per event 1,000,000 per event
<b>24-hour Home Assistance Services (Involving Certified and Experienced Contractors)</b> To assist you in case of an emergency with just a phone call away: 1-300-880-863 <ul style="list-style-type: none"> <li>• Locksmithing</li> <li>• Roof repairs</li> <li>• Plumbing repairs</li> <li>• Electrical and wiring repairs</li> <li>• Plumber</li> <li>• Electrician and etc.</li> </ul>	<b>Referral service only</b>  Competitive and reasonable charges  Minimum charge per visit is RM20, but if total repairs cost RM150 and above, the RM20 charge will be waived

### Important Note:

Excess:

- The first RM200 of each claim will not be covered by this insurance unless specified.
- For water damage, the first RM250 will not be covered.
- For household removal, the first RM500 will not be covered.

- For landslip and subsidence, the first RM25,000 or 5% of the total sum insured, whichever is lower, will not be covered.
- Excess is not applicable for Personal Accident and Personal Liability Cover, Frozen & Perishable Food and Fire Brigade Charges.

Note: Duration of cover is for one year and you need to renew your insurance policy annually.

### 3. How much Premium do I have to pay?

**Premium Table**

Plan	Sum Insured (RM)	Annual Premium (RM)
1	60,000	318
2	70,000	378
3	80,000	440
4	90,000	504
5	100,000	570
6	Excess of RM 100,000, please email to <a href="mailto:hlb_online@my.msig-asia.com">hlb_online@my.msig-asia.com</a>	

### 4. What are the fees and charges that I have to pay?

Type	Amount
Services Tax (ST)	6% of premium
Commission paid to Bank	15% of premium
Stamp duty	RM10.00

- Please be informed that a 6% Service Tax will be charged with effect from 1 September 2018 for all taxable general insurance policies with period of insurance commencing on or after 1 September.
- You are obligated to pay any applicable taxes (which include but not limited to service tax and stamp duty) imposed by the Malaysian tax authorities in relation to your Policy.
- Additional RM10 stamp duty is payable for each policy.

## 5. What are some of the key terms and conditions that I should be aware of?

- **Prevention of Loss:**  
You and your family must comply with all statutory obligations
  - Prevent loss, damage or injury and
  - Maintain in efficient conditions and good repair any insured property
- **Cash Before Cover** - The insurance shall not be effective unless the premium payable has been paid.
- **Importance of Disclosure** – You must take reasonable care not to misrepresent when answering questions in the proposal form or in any request made by MSIG insurance (Malaysia) Bhd (“Company”) and check the information you have provided is complete and accurate. You should also disclose all relevant information which may influence the Company in the acceptance of this insurance, decide the terms and the premium you will pay. If you do not take reasonable care and the information provided by you is incomplete or inaccurate, this may affect your claim. Your responsibility to provide complete and accurate information when requested by the Company shall continue until the time of you entering into, making changes to or renewing your insurance.

## 6. Do I get depreciated value or today’s brand new replacement price?

MSIG pays new for old. With a few exceptions such as bed linen, towels, shoes, handbags and curtains which are subject to wear and tear, MSIG pays you today’s replacement price. Make sure you cover your belongings at today’s value.

## 7. What are the major exclusions under this policy?

You are not covered if your home is left vacant for more than 90 days and break-in cases must be accompanied by visible forcible entry. There are also other standard exclusions, for example, uninsurable risks such as scratching, corrosion, wear and tear, mechanical or electrical breakdown, contact or corneal lenses, and mobile/portable telephone.

Note: This list is non-exhaustive. Please refer to the sample policy contract for the full list of exclusions under this policy.

## 8. Can I cancel my policy?

You may cancel your policy at any time by giving written notice to us. Upon cancellation, you are entitled to a refund of premium being adjusted on the basis of us retaining the customary short term premium or minimum premium, provided no claim has been made during the period of insurance.

## 9. What do I need to do if there are changes to my contact/personal details?

You must advise us in writing as soon as you are aware of any change in the employment, occupation, duties or pursuits of any Insured Person, or any other change which may increase the possibility of a claim under this Policy.

## 10. Where can I get further information?

Should you require additional information about Home Content Insurance, please contact us at:

**Insurer:**

**MSIG Insurance (Malaysia) Bhd (46983-W)**

Bancassurance:

Level 16, Menara Hap Seng 2

Plaza Hap Seng

No. 1, Jalan P. Ramlee

50250 Kuala Lumpur.

MSIG Banca Hotline: 1800-88-6163

Fax: (603) 2070 5959

E-mail: [bancahotline@my.msig-asia.com](mailto:bancahotline@my.msig-asia.com)

**Intermediary:**

**Hong Leong Bank Berhad**

Level 16, Hong Leong Tower

No. 6, Jalan Damanlela,

Bukit Damansara,

50490 Kuala Lumpur.

## 11. Other types of Home Content cover available

- Houseowner / Householder Insurance

**IMPORTANT NOTE:**

**YOU MUST ENSURE THAT YOUR PROPERTY IS INSURED AT THE APPROPRIATE AMOUNT. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE BANK OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.**

The information provided in this disclosure sheet is valid as at 01/07/2019.