

## PRECONTRACTUAL INFORMATION

**A.** The insurers, as well as the contracting party of the policyholder (hereinafter referred to as: "policyholder"), are the participating Lloyd's Underwriters jointly referred to as Lloyd's of London (hereinafter referred to as: "insurers"), with as their registered office respectively address as follows, and with the following legal form:

Lloyd's	Lloyd's Underwriters, London
Head office in:	London / Great Britain
	One Lime Street
	London EC3M 7HA
	Great Britain
Swiss Branch:	Seefeldstrasse 7
	8008 Zürich
	Switzerland
Legal form:	Association of individual insurers

**B.** The insurance contract has been entered into with the cooperation of Lloyd's brokers. These are insurance intermediaries within the meaning of Swiss legislation who are not tied to a particular insurer (i.e. they are independent).

**C.** Swiss law shall apply to this insurance contract. The schedule, the quote respectively the insurance policy, the conditions of the contract and the applicable legislation, in particular the Swiss Federal Insurance Contract Act of 2 April 1908 (VVG), shall form the basis of this insurance contract.

In accordance with the Swiss Federal Law on Insurance Contracts (hereinafter "VVG"), the insurers' questions asked in connection with the insurance application must be answered truthfully in writing or in another form that allows proof by text. A breach of this obligation may lead to the termination of the insurance contract and the loss of the insurance claim, whereby breaches of obligation committed before 31 December 2005 are judged under the stricter law applicable to the policyholder or insured person before 1 January 2006 (withdrawal from the contract, forfeiture of the premium).

**D.** The insured risks and the scope of the insurance coverage shall be as shown in the schedule, the quote respectively the policy, as well as the General Conditions of Insurance (AVB). The policyholder is therefore expressly asked and urged to read through the following information carefully.

**E.** The amount of the premium will depend on the risks insured under the insurance contract and on the desired scope of the insurance coverage. For further details on the premium and any charges, please refer to the schedule, the quote respectively the policy. If the contract is cancelled before the expiry of a fixed insurance period agreed upon by the contracting parties, the insurers shall be under an obligation to reimburse the share of the premium which corresponds to the period of unexpired risk. There shall be no reimbursement of premium however if (1) the insurers have paid out the insurance benefit as the result of the cessation of the risk or if (2) the insurers have paid out the insurance benefit for partial loss or damage and the policyholder cancels the contract during the first year of the same.

**F.** The policyholder may revoke his application to conclude the insurance contract or the declaration of acceptance thereof within 14 days from the date of application or acceptance of the insurance contract by the policyholder in writing or in another form that allows proof by text.

The insurance contract shall incept on the date indicated in the schedule, in the quote respectively in the policy. The insurance contract is concluded for the duration specified in this schedule or in the quote. Insurance contracts with a fixed term and with no renewal clause terminate by implication on the date stipulated in the schedule, in the quote respectively in the policy. The *policyholder* may furthermore terminate the insurance contract by giving notice, in writing or in another form that allows proof by text, within the period for giving notice agreed upon in the policy.

If the contract is not cancelled, it shall be tacitly renewed pursuant to the agreed renewal clause in each case for a further year.

The policyholder may give notice, in writing or in another form that allows proof by text, furthermore after every insured event for which benefit is payable, and this no later than 14 days after becoming aware of the payment of the benefit by the insurers.

The *insurers* may terminate the contract by giving notice, in writing or in another form that allows proof by text, within the period for giving notice agreed upon in the policy. The insurers may cancel the contract after every insured event for which benefit is payable by them, provided notice of cancellation is given no later than the date on which the benefit to be paid by the insurers is paid. The contract may be cancelled furthermore by the insurers if at the time of the conclusion of the insurance the policyholder failed to disclose relevant facts relating to the risks or misinformed the insurers about such risks; the right of cancellation shall cease to exist 4 weeks after learning of the breach of the duty of disclosure.

The insurers may rescind and thereby terminate the insurance contract if the policyholder is in arrears with the payment of the premium, has been sent a reminder, and if the insurers have waived their right to claim the premium. The insurers may withdraw if, despite a final deadline being fixed in writing or in another form that allows proof by text, the policyholder fails to discharge his obligation to cooperate with the investigation into the facts and circumstances or in case the policyholder acts fraudulently in substantiating his claim.

The list of possible circumstances in which the contract may be terminated is not definitive. Further termination possibilities may be inferred from the conditions of the contract, and from the statutory provisions of the VVG.

**G.** In connection with the processing of the insurance contract, two data files will be set up by Lloyd's (client data and claims data). The client data shall serve to document whether insurance exists at Lloyd's. The claims data shall be used for claims handling. The data recipients are the respective Lloyd's brokers and the insurers, and possibly additionally in the event of a claim the loss adjusters office appointed by the insurers, and where necessary the Swiss Lloyd's UVG Claims Office. The data may be passed on to other third parties only with the consent of the party concerned or by virtue of a law. The data shall be preserved in part electronically and in part on paper, and shall be destroyed after ten years.

**The policyholder shall give his consent and thereby expressly authorise the insurers to process the data pursuant to the above which is necessary for checking the proposal, processing the contract, or for claims settlement purposes.**

To the extent that a broker or intermediary acts on behalf of the policyholder, the insurers shall be authorised to disclose client data to the former, such as for example data on the processing of the contract, premium collections, and claim developments. The above consent respectively authorisation applies irrespective of how the contract came into being. The policyholder shall be entitled to request from the insurers and their general representatives such information on the processing of data concerning them as is provided for by law. Consent to the data processing may be withdrawn at any time.

**H.** N.B.: The relevant wording is solely and exclusively the text of the contractual provisions. This Precontractual Information does not form part of the contract.

## GENERAL CONDITIONS

The following General Conditions form part of the insurance contract concluded with the Insurers. They all override all other provisions of this contract which state differently unless individual of these General Conditions have been explicitly amended in the other contractual documentation or have been marked as being not applicable.

### 1. EXCLUSIONS

This insurance does not cover:

- 1.1. any loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
- 1.2. (a) loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom  
(b) any legal liability of whatsoever nature  
directly or indirectly caused by or contributed to by or arising from:
  - (i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel,
  - (ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

#### 1.3. Biological and Chemical contamination clause

Insurers will not pay for:

- (a) loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
- (b) any legal liability of whatsoever nature;
- (c) death or injury to any person;

directly or indirectly caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from:

- terrorism; and/or
- steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion "terrorism" means any act(s) of any person(s) or organisation(s) involving:

- the causing, occasioning or threatening of harm of whatever nature and by whatever means;
- putting the public or any section of the public in fear;

in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

#### 1.4. Limited Cyber and Data Exclusion

We will not pay for any:

(a) Cyber

loss, damage, liability, cost or expense caused deliberately or accidentally by:

- I. the use of or inability to use any application, software, or programme;
- II. any computer virus;
- III. any computer related hoax relating to (a)(i) and/or (a)(ii) above.

However, where:

- a fire or explosion occurs as a result of (a)(i) or (a)(ii) above;
- an escape of water occurs as a result of (a)(i) or (a)(ii) above; or
- a theft or attempted theft immediately follows (a)(i) or (a)(ii) above;

and that fire, explosion, escape of water, theft or attempted theft would otherwise be covered under this contract, we will still cover physical loss or damage resulting from that fire, explosion, escape of water, theft or attempted theft.

(b) Electronic Data

loss of or damage to any electronic data (for example files or images) wherever it is stored.

#### 1.5 Communicable Disease Exclusion

Notwithstanding any other provision of this document of insurance to the contrary, this insurance does not insure any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, attributable to, or occurring concurrently or in any sequence with a communicable disease or the fear or threat (whether actual or perceived) of a communicable disease.

## 2. NON-DISCLOSURE

### 2.1 Acts of non-disclosure committed from 1 January 2006

If the Policyholder or any person (or firm) insured hereunder shall have made upon conclusion of this insurance a false declaration of a material fact which he knew or ought to have known and about which he has been asked in writing or in another form enabling proof by text, or if he omitted to declare such fact, the insurers shall in accordance with Article 6 of the Federal Law concerning the Insurance Contract be entitled to cancel the contract by a written declaration or in another form enabling proof by text within four weeks of such false declaration or omission coming to their knowledge.

The insurers shall in such event be freed also from all duty to indemnify losses already incurred whose occurrence or scope has been influenced by the omission to declare or the false declaration of the material fact. Insofar as the insurers may have already indemnified a loss or losses they shall be entitled to reimbursement.

Also following the conclusion or renewal of this insurance, the insurers shall be entitled to cancel this contract during all subsequent renewal periods, if the Policyholder or Beneficiary falsely declared or omitted to declare such information to the insurers

## 2.2 Acts of non-disclosure committed up to 31 December 2005

Acts of non-disclosure, which were committed up to 31 December 2005 but which were only discovered from 1 January 2006 are to be judged in accordance with Article 6 of the Federal Law concerning the Insurance Contract in its previous version, which was valid until 31 December 2005.

### 3. OBLIGATION IN CASE OF LOSS OR DAMAGE

The Insured shall in the event of loss and as a condition precedent to any rights or claims under this contract report to the Insurers without delay the occurrence of the loss and shall give the Insurers all information, proof and evidence in respect of the loss as the Insurers may reasonably require from them and as may be in their power. The insurance contract may provide for a specific time limit for the submission of the notice of loss.

### 4. FRAUDULENT CLAIMS

If the Insured makes any claim knowing the same to be false or fraudulent as regards the amount or otherwise, the Insurers shall be released from all liability in respect of all claims made under this insurance by that claimant.

### 5. NOTICE

All notices which may be required to be sent by the Insured to the Insurers shall be served in writing or in another form that allows proof by text on the address contained herein, or subsequently brought in writing or in another form that allows proof by text to the attention of the Insured, or at the seat of administration for the entire Swiss business. All notices addressed by the Insurers to the Insured shall be served on the address last communicated to the Insurers.

### 6. DUE DATE AND PAYMENT OF CLAIMS

Claims shall become due for payment four weeks after the Insurers have received the information concerning the loss and have been able to satisfy themselves as to the correctness of the claim (Article 41 of the Federal Law concerning the Insurance Contract). Claims shall be paid at the Swiss domicile of the Insured or of the Policyholder.

### 7. SANCTIONS

Insurers shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

### 8. LITIGATION

Legal actions for the full claim must be directed against the General Representative for Switzerland at the expense of Underwriters subscribing to this insurance (Article 15a Insurance Supervision Act, ISA; Representative Action (Prozessstandschaft)).

### 9. COMPLAINTS

**Our** aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times **we** are committed to providing **you** with the highest standard of service.

If **you** have any questions or concerns about **your policy** or the handling of a claim **you** should, in the first instance, contact **your broker**. Please quote **your policy** number and/or claims reference number in all correspondence to enable the matter to be dealt with promptly.

The Lloyd's managing agent, or the party named above that it has appointed to adjudicate on your complaint on its behalf, will acknowledge your complaint in writing.

The Lloyd's managing agent, or the party named above that it has appointed to adjudicate on your complaint on its behalf, will aim to provide you with its decision on your complaint, in writing, within eight weeks of the complaint being made.

Should you remain dissatisfied with the final response from the above or if you have not received a final response within eight weeks of the complaint being made, you may be eligible to refer your complaint to the Ombudsman of Private Insurance. The contact details are as follows.

Head office and office for German speakers:  
Ombudsman der Privatversicherung und der Suva  
Postfach 1063  
8024 Zürich  
Switzerland  
Tel: 044 211 30 90  
E-mail: [help@versicherungsombudsman.ch](mailto:help@versicherungsombudsman.ch)

Branch office for French speakers:  
Ombudsman de l'assurance privée et de la Suva  
Case postale 2252  
2001 Neuchâtel 1  
Switzerland  
Tel: 076 651 41 65  
E-mail: [help@ombudsman-assurance.ch](mailto:help@ombudsman-assurance.ch)

Branch office for Italian speakers:  
Ombudsman dell'assicurazione privata e della Suva  
Casella postale 1231  
6901 Lugano  
Switzerland  
Tel: 091 967 17 83  
E-mail: [help@ombudsman-assicurazione.ch](mailto:help@ombudsman-assicurazione.ch)

The complaints handling arrangements above are without prejudice to your rights in law.

23/09/22  
LSW1886C

## **10. JURISDICTION**

In the event of any litigation, the Underwriters shall accept the jurisdiction of the court at their seat of administration for the entire Swiss business, Seefeldstrasse 7, 8008 Zurich, or at the Swiss domicile of the Policyholder or Beneficiary.

## **11. CHOICE OF LAW**

This policy shall be governed by the Swiss Federal Law concerning the Insurance Contract of 2nd April 1908.

## PRECONTRACTUAL INFORMATION

### FOR PERSONAL LINES INSURANCE

**A.** The insurers, as well as the contracting party of the policyholder (hereinafter referred to as: "policyholder"), are the participating Lloyd's Underwriters jointly referred to as Lloyd's of London (hereinafter referred to as: "insurers"), with as their registered office respectively address as follows, and with the following legal form:

Lloyd's:	Lloyd's Underwriters, London
Head office in:	London / Great Britain
	One Lime Street
	London EC3M 7HA
	Great Britain
Swiss Branch:	Seefeldstrasse 7
	8008 Zürich
	Switzerland
Legal form:	Association of individual insurers

**B.** The insurance contract has been entered into with the cooperation of Lloyd's brokers. These are insurance intermediaries within the meaning of Swiss legislation who are not tied to a particular insurer (i.e. they are independent).

**C.** Swiss law shall apply to this insurance contract. The proposal, the quote respectively the insurance policy, the conditions of the contract and the applicable legislation, notably the partially amended version of 17 December 2004 of the Swiss Federal Insurance Contract Act of 2 April 1908 (VVG), shall form the basis of this insurance contract.

**D.** The insured risks and the scope of the insurance coverage shall be as shown in the proposal, the quote respectively the policy, as well as the General Conditions of Insurance (AVB) for personal lines insurance. The General Conditions (NMA2242A-4) shall apply in addition to these conditions, notably as far as concerns the duties of the policyholder. Separate information will be provided on these General Conditions (NMA2242A-4) prior to the contract being entered into. The policyholder is therefore expressly asked and urged to read through the following information carefully.

**E.** The amount of the premium will depend on the risks insured under the insurance contract and on the desired scope of the insurance coverage. For further details on the premium and any charges, please refer to the proposal, the quote respectively the policy. If

the contract is cancelled before the expiry of a fixed insurance period agreed upon by the contracting parties, the insurers shall be under an obligation to reimburse the share of the premium which corresponds to the period of unexpired risk. There shall be no reimbursement of premium however if (1) the insurers have paid out the insurance benefit as the result of the cessation of the risk or if (2) the insurers have paid out the insurance benefit for partial loss or damage and the policyholder cancels the contract during the first year of the same.

**F.** The insurance contract shall incept on the date indicated in the proposal, in the quote respectively in the policy. The insurance contract is concluded for the duration specified in this proposal or in the quote. Insurance contracts with a fixed term and with no renewal clause terminate by implication on the date stipulated in the proposal, in the quote respectively in the policy. The *policyholder* may furthermore terminate the insurance contract by giving notice within the period for giving notice agreed upon in the policy. If the contract is not cancelled, it shall be tacitly renewed pursuant to the agreed renewal clause in each case for a further year. The policyholder may give notice furthermore after every insured event for which benefit is payable, and this no later than 14 days after becoming aware of the payment of the benefit by the insurers. The *insurers* may terminate the contract by giving notice within the period for giving notice agreed upon in the policy. The insurers may cancel the contract after every insured event for which benefit is payable by them, provided notice of cancellation is given no later than the date on which the benefit to be paid by the insurers is paid. The contract may be cancelled furthermore by the insurers if at the time of the conclusion of the insurance the policyholder failed to disclose relevant facts relating to the risks or misinformed the insurers about such risks; the right of cancellation shall cease to exist 4 weeks after learning of the breach of the duty of disclosure. The insurers may rescind and thereby terminate the insurance contract if the policyholder is in arrears with the payment of the premium, has been sent a reminder, and if the insurers have waived their right to claim the premium. The insurers may withdraw if despite a final deadline being fixed in writing, the policyholder fails to discharge his obligation to cooperate with the investigation into the facts and circumstances or in case the policyholder acts fraudulently in substantiating his claim.

The list of possible circumstances in which the contract may be terminated is not definitive. Further termination possibilities may be inferred from the conditions of the contract, and from the statutory provisions of the VVG.

**G.** In connection with the processing of the insurance contract, two data files will be set up by Lloyd's (client data and claims data). The client data shall serve to document whether insurance exists at Lloyd's. The claims data shall be used for claims handling. The data recipients are the respective Lloyd's brokers and the insurers, and possibly additionally in the event of a claim the loss adjusters office appointed by the insurers, and where necessary the Swiss Lloyd's UVG Claims Office. The data may be passed on to other third parties only with the consent of the party concerned or by virtue of a law. The data shall be preserved in part electronically and in part on paper, and shall be destroyed after ten years.

**The policyholder shall give his consent and thereby expressly authorise the insurers to process the data pursuant to the above which is necessary for checking the proposal, processing the contract, or for claims settlement purposes.**

To the extent that a broker or intermediary acts on behalf of the policyholder, the insurers shall be authorised to disclose client data to the former, such as for example data on the processing of the contract, premium collections, and claim developments. The above consent respectively authorisation applies irrespective of how the contract came into being. The policyholder shall be entitled to request from the insurers and their general representatives such information on the processing of data concerning them as is provided for by law. Consent to the data processing may be withdrawn at any time.

**H.** N.B.: The relevant wording is solely and exclusively the text of the contractual provisions. This Pre-contractual Information does not form part of the contract.



# LLOYD'S UNDERWRITERS

## GENERAL CONDITIONS OF INSURANCE (AVB) FOR PERSONAL LINES INSURANCE

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As used herein, reference to persons in the masculine gender shall, for reasons of improved readability, also be deemed to apply to persons of the feminine gender.

## 1. WHO IS INSURED?

### 1.1. Single person household

The policyholder. If the single person household is extended, becoming a multi-person household, then this insurance shall be deemed to apply provisionally during the current insurance year to a multi-person household. The insurers must be notified of this change within 30 days; they shall be entitled to adjust the premium to reflect the new circumstances.

### 1.2. Multi-person household

The policyholder and the persons named hereafter, provided they live in a household with him or regularly return to spend weekends at home;

- The spouse or cohabiting partner of the policyholder;
- Minors;
- The single children, adopted children or step children and/or grandchildren of the policyholder, spouse or any other person living in the household, who are of age, provided they are not engaged in any gainful employment;
- Other persons named in the schedule.

## 2. WHERE IS THE INSURANCE VALID?

### 2.1. Contents in the home

- 1 At the location stated in the schedule
- 2 If several locations are insured, there shall be free movement between them.

### 2.2. Building

At the location stated in the schedule

## 3. WHAT APPLIES WITH RESPECT TO THE TERM OF THE CONTRACT?

### 3.1. Inception and term

The inception and expiry date are as set out in the schedule

### 3.2. Termination or renewal on expiry

If the contract is not cancelled in writing 3 months before expiry, it shall be tacitly renewed for a further year.

If the contract was concluded for a period of less than 12 months or for a year, the insurance shall lapse on the stated date.

### 3.3. Termination on change of ownership

1 If the insured interest changes owner, the rights and obligations arising under the contract shall be transferred to the new owner.

2 The new owner can decline the transfer of the contract in writing within 30 days of the change in ownership.

3 The insurer can cancel the contract within 14 days of having become aware of the identity of the new owner. The contract will terminate at the earliest 30 days after its cancellation.

### 3.4. Termination in the event of a claim

Either party may cancel the contract following the occurrence of an indemnifiable claim.

- The insurers must give notice of cancellation no later than the date of payment of the in-

demnity; liability shall cease once 14 days have expired following receipt by you of the notice of cancellation. You will be refunded with the portion of premium relating to the period of unexpired risk.

- You must give notice of cancellation no later than 14 days after you have learned of the fact that indemnity will be paid; liability shall cease on receipt of the notice of cancellation. In the case of a total loss the insurers shall be entitled to retain the premium. In the case of a partial loss, you will be refunded with the portion of premium relating to the period of unexpired risk, provided the policy was in force for at least one year.

## 4. WHAT THINGS MAY BE INSURED?

Provided it is so stated in the schedule, the insurance shall apply to:

### 4.1. Contents

insurance shall be afforded in respect of:

- 1 All personal property for private use owned by the insured persons;
- 2 Entrusted property for private use;
- 3 Leased or rented property;
- 4 Personal tools owned by insured persons, provided they are employees;
- 5 Structural fixtures and fittings which are not insured together with the building;
- 6 Structures which are neither permanent nor of massive construction;
- 7 Guests' effects in your home;

insurance shall not be afforded in respect of:

- a Motor vehicles, motor vehicle trailers, mopeds, caravans and mobile homes, in each case together with their accessories;
- b Ships for which compulsory liability insurance is required or which are not brought home after being used and jet skis, in each case together with their accessories;
- c Aircraft which are required to be entered in the aircraft register;
- d Property and/or buildings which are insured or are required to be insured under a cantonal insurance policy;
- e Individual articles for which a specific insurance has been taken out (this clause shall not apply if the insurance which is referred to here contains a similar clause).
- f the erection and dismantling of structures which are neither permanent nor of massive construction

insured benefits:

8 The insurance is on a replacement cost basis, unless otherwise agreed.

9 For items which are no longer used and structures which are neither permanent nor of massive construction which are not reconstructed within 24 months, the insurance is on a current market value basis.

#### 4.1.1. Money

insurance shall be afforded in respect of:

- 1 Cash, securities, savings books, travel cheques, coins and medals;
- 2 Credit cards, debit cards and store cards (the insurance shall only apply to that part of the loss or damage for which the holder of the card is liable to the card issuer – credit card company, bank, post office, department store etc. – according to the general terms and conditions);
- 3 Precious metals (in the form of inventory, ingots or merchandise), unset precious stones and pearls;
- 4 Entrusted money.

insurance shall not be afforded for:

- a Money in case of ordinary theft;
- b Money in movable structures;
- c Money in land vehicles of any kind.

insured benefits:

- 5 Money up to CHF 5,000 unless otherwise agreed.

#### 4.1.2. Costs

In connection with insured loss or damage to contents or money, insurance shall be afforded up to 10% of the sum insured for contents, and a minimum of CHF 5,000 unless otherwise agreed in respect of:

- 1 Additional living costs arising from the unavailability for use of the damaged space, as well as loss of earnings from any sublease. Any costs saved shall be deducted from the indemnity.
- 2 Clearance and waste disposal costs. The costs effectively incurred on clearing the remains of the insured property from the site of the loss and on taking the same to the nearest suitable landfill site, as well as those incurred on dumping, waste disposal and destruction.
- 3 Emergency glazing, emergency doors, emergency locks; the costs effectively incurred on carrying through the measures decided upon.
- 4 Lock replacement costs. The costs effectively incurred on changing or replacing keys, magnetic cards and the like or locks at the locations named in the policy and on safe deposit boxes rented by the insured persons.
- 5 Replacement of identification and other documents. The costs effectively incurred on replacing documents or duplicates, as well as the costs effectively incurred on tickets, subscriptions and flight tickets in respect of the sums still chargeable to the holder following reimbursement by the common carrier.

insurance shall not be afforded in respect of:

- a Additional living costs following ordinary theft at home and away from home;
- b The costs of renovation or disposal of water and soil (including fauna and flora), even when these are mixed in with or covered by insured property, and the costs of air purification.

insured benefits:

- 6 Costs up to 10% of the sum insured for contents, and at least CHF 5,000 unless otherwise agreed

#### 4.2. Gardens

insurance shall be afforded in respect of:

The costs of restoring gardens. The costs effectively incurred on ground works, the restoration of paths, drives, seats, walls and the replanting of the gardens.

insurance shall not be afforded for:

Hail damage and damage caused by weight of snow affecting plants only.

#### 4.3. Building, condominium unit

insurance shall be afforded in respect of:

The building or condominium unit stated in the schedule. For the purposes of distinguishing between buildings and personal property, the following shall apply:

- In cantons with cantonal building fire insurance, the cantonal provisions shall be valid;
- In other cantons all parts of the building, including any permanent fixtures and fittings, are insured.

insurance shall not be afforded for:

Property which is insured or is required to be insured under a cantonal insurance policy.

#### 4.3.1. Costs/Rental income

insurance shall be afforded in respect of: the costs, as shown below, which arise in connection with insured loss or damage to the insured building:

- 1 The costs effectively incurred on clearing the remains of the insured building from the site of the loss and on taking the same to the nearest suitable landfill site, as well as those incurred on dumping, waste disposal and destruction.
- 2 The costs incurred on the demolition of building remains identified by the loss adjusters as having no value.
- 3 The effective loss of rental income arising from the unavailability for use of rented space in the insured building or condominium unit, for a maximum period of 24 months.
- 4 The costs incurred on:
  - the use of leak detectors, to the extent that these are required in order to find the site of the leak;
  - uncovering burst pipes and on bricking up or covering the repaired pipes, including outside the building, to the extent that these pipes serve the insured building. If pipes serve several buildings, then the costs shall be proportionally reimbursed.

insurance shall not be afforded for:

- a The costs of renovation or the disposal of water and soil (including fauna and flora), even when these are mixed in with or covered by insured property, and the costs of air purification.
- b The costs incurred on uncovering broken soil registers, soil probes, underground tanks and the like, and on bricking them up or covering them when repaired;
- c The costs incurred on removing the cause of the loss or damage (except in the case of frost damage), and on maintenance and loss prevention measures.

insured benefits:

5 Costs and rental income pursuant to subsection 4.3.1., sub-paragraphs 1-3, up to 10% of the sum insured for buildings, and at least CHF 5,000.

6 Costs incurred on the use of leak detectors and on uncovering and bricking up or covering pipes pursuant to subsection 4.3.1., sub-paragraph 4, up to CHF 5,000, unless otherwise agreed.

**5. WHAT RISKS CAN BE INSURED?**

Provided it is so stated in the schedule the insurance shall extend to include:

**5.1. Fire**

insurance shall be afforded in respect of:

1 Loss or damage caused by fire, smoke, lightning, explosion (with the exception of sonic boom) and implosion;

2 Loss or damage caused by the falling or forced landing of aircraft and spacecraft or parts thereof, as well as meteorites or other heavenly bodies;

3 Misplacement as the result of a fire loss;

4 scorching damage and damage to contents which are exposed to a friendly fire or to heat, up to CHF 5,000 per event.

insurance shall not be afforded for:

a Loss or damage caused by the effect of smoke, where the effect is in line with the intended purpose of the smoke or gradual;

b Damage to live electrical equipment and lines caused by the effect of the electrical energy itself, by overvoltage or due to such equipment and lines heating up as the result of their being overloaded;

c Damage caused to electrical protection devices such as non-renewable fuses whilst they are fulfilling their normal intended purpose;

d scorching damage by any gradually operating cause;

**5.2. Natural perils**

insurance shall be afforded in respect of:

1 Loss or damage caused by flood, inundation, storm (= wind of at least 75 km/h, toppling trees or tearing the roofs off buildings), hail, avalanche, weight of snow, rockfall, falling stones, landslide;

2 Misplacement as the result of a natural peril loss.

insurance shall not be afforded for:

a Loss or damage caused by subsidence, heave, poor quality building land, faulty structural design, defective maintenance of the building, failure to introduce protective measures, artificially induced earth movements, snow sliding off roofs, groundwater, rise and overflow of waters which is from experience known to recur at shorter or longer intervals;

b Irrespective of its cause, loss or damage caused by water from artificial lakes or other artificial water installations, water backing up from pipes;

c Damage from weight of snow only affecting tiles or other roofing materials, chimneys, gutters or outside drain pipes;

d Storm and water damage to ships on water.

insured benefits (limit of indemnity):

3 Article 176 of the Supervisory Order (AVO) provides for a reduction in the indemnity in case of major events (indemnity limited any one policyholder to CHF 25 million, any one overall event to CHF 1,000 million).

4 Indemnities payable for damage to goods and chattels shall not be aggregated with those payable for damage to buildings.

5 Losses which are separate in time and space shall constitute one event whenever they are attributable to the same atmospheric or tectonic cause.

**5.3. Theft**

insurance shall be afforded in respect of:

Damage conclusive evidence of which can be provided by traces and tracks, witnesses or based on the circumstances; and namely:

1 Burglary, which the following come within the scope of:

- Loss or damage resulting from theft and caused by perpetrators who make a forcible entry into a building or into a room of a building or who break open a receptacle contained therein. This does not include loss or damage as the result of vehicles in the open being broken into;

- Theft damage caused by unlocking using the correct keys or codes, magnetic cards and the like, provided the perpetrator acquired these on the occasion of a burglary or through robbery;

- Building damage at the stated insurance location.

2 Robbery, which the following comes within the scope of:

Loss or damage resulting from theft under the threat of or use of violence against insured persons or whenever a person is incapable of offering resistance on account of death, unconsciousness or of an accident. This does not include loss or damage as the result of pick pocketing and theft by trickery.

3 Ordinary theft, which the following comes within the scope of:

Loss or damage resulting from theft which is deemed to be neither burglary nor robbery.

insurance shall not be afforded for:

a loss or damage resulting from losing or mislaying something;

b the content of movable structures which are not located on the premises at the insured location;

c loss or damage as the result of a fire or natural peril loss;

d loss or damage caused by persons living in the same household;

e loss or damage resulting from ordinary theft away from home.

**5.4. Water damage**

insurance shall be afforded in respect of:

1 Loss or damage as the result of water flowing out of water pipe systems, including any equipment and apparatus connected to the same, which

serve only the insured building or a facility located therein;

2 Loss or damage as the result of liquids flowing out of heating systems and tanks, and out of heat exchanger and/or heat pump circulatory systems for the acceptance of all kinds of ambient heat such as solar radiation, geothermal heat, ground-water, ambient air and the like and/or air conditioning units which serve only the insured building;

3 Loss or damage as the result of water suddenly, but not gradually, flowing out of waterbeds and ornamental fountains.

4 Damage to the inside of the building caused by rain, snow, and water from melted snow, provided the water has penetrated into the building through the roof, or from gutters or outside drain pipes;

5 Damage to the inside of the building caused by the backing up of sewers or by groundwater;

Under the buildings insurance, coverage shall moreover be afforded for the following:

6 Frost damage to water pipe systems and any equipment connected to the same inside the building and pipes outside in the ground, insofar as these serve the insured building. Indemnity shall be provided for the costs of repairing and thawing pipes.

insurance shall not be afforded for:

- a Damage caused when filling liquid containers and when carrying out overhaul work;
- b Damage caused to heat exchanger and/or heat pump circulatory systems and/or air conditioning units themselves as the result of water being mixed with other liquids inside these systems;
- c Damage to the house facade (outside walls including insulation) caused by rain, snow and water from melted snow;
- d Damage to the roof (to the load-bearing structures, the roof surface and the insulation);
- e Thawing and repair of gutters and outside drain pipes;
- f The costs of clearing away snow and ice;
- g Loss or damage caused as the result of water penetrating through open skylights, makeshift roofs or through openings in the roof on the occasion of the construction of new buildings, reconstruction or other work;
- h Damage caused by water backing up, for which the owner of the pipes is liable;
- i Damage to refrigerating plants caused by artificially produced frost;
- j Loss or damage as the result of a fire or natural peril loss;
- k Loss or damage resulting from subsidence, heave, poor quality building land, faulty structural design, defective maintenance of the building;
- l Loss or damage as the result of a failure to introduce protective measures.

#### 5.5. Fixed glass in buildings

insurance shall be afforded in respect of:

1 Breakage of fixed glass in buildings forming part of the rooms used by the insured persons, i.e. all glass, including glass blocks and lighting globes, permanently fixed to the building. Plexiglas or similar plastics are equally insured where they are used instead of glass;

2 Clearance and waste disposal costs;

3 Costs of emergency glazing.

insurance shall not be afforded for:

- a Loss or damage as the result of a fire or natural peril loss;
- b Loss or damage caused by building work;
- c Solar heat collectors;
- d Consequential damage and wear and tear damage, as well as damage to electrical and mechanical equipment forming part of automatic toilet facilities.

#### 5.6. Fixed glass in furniture

insurance shall be afforded in respect of:

1 Breakage of fixed glass in furniture as well as table tops made of natural and artificial stone;

2 Breakage of glass ceramic cooking surfaces, sinks, basins, toilets (including cisterns) and bidets, including the costs of installation and of the accessories and fittings required for installation;

insurance shall not be afforded for:

- a Damage to hand mirrors, optical glass, glass crockery, glass figures, container glassware, any kind of light fitting and visual display screens;
- b Consequential damage and wear and tear damage;

### 6. WHAT ARE THE PREMIUM PAYMENT PROCEDURES?

#### 6.1. Premium payment

The premium is payable in advance on the due date for each insurance year. In case of payment by instalments, the instalments are deemed to be deferred.

#### 6.2. Changing of the premium tariffs

If there is a change to the premiums, the rules governing excesses or, in case of natural peril events, the limit of indemnity, we may demand the adaptation of the contract. We shall inform you of the change no later than 25 days before the expiry of the insurance year.

If you do not agree to the change, then you may cancel either the part of the contract affected by this or the entire contract. Your cancellation shall take effect on condition that it is received no later than the final day of the insurance year.

### 7. WHAT ARE THE PROCEDURES IN CASE OF A CLAIM?

#### 7.1. Making a claim and determination of the amount of the claim

1 You are obliged to submit your claim to us immediately and you shall authorise us to obtain any information which might aid the assessment of the loss or damage. You are obliged in case of a claim to do everything possible to minimise the loss or damage and to salvage the insured property, and must in this connection comply with any instructions given by us.

2 In case of theft you must notify the police or common carrier without delay. If stolen property or

lost luggage is returned to you, you are obliged to inform us of this immediately.

3 Please note that the sum insured does not constitute any proof of the existence of or the value of the insured property and that because of this, you must provide evidence of the amount of the claim. We shall however assist you in this, in that we shall determine the amount of the claim either by consulting with you, or with a joint expert, or in the context of an expert appraisal. The request for an expert appraisal can come from you or from us. Each party appoints an expert and the two experts choose an umpire before the process of determining the amount of the claim begins. If the experts are in agreement, their findings shall be binding on both contracting parties. If there is a difference of opinion, the umpire shall decide on those matters that are still in dispute, this within the limits of the findings of both experts. Each contracting party shall meet the costs of its own expert; both contracting parties shall meet half each of the costs of the umpire.

## 7.2. Calculation of the indemnity

- 1 In case of a total loss, the indemnity is limited by the sum insured.
- 2 In case of a partial loss, the maximum we shall reimburse is the costs of the repair.
- 3 To the extent that loss minimisation costs, when added to the indemnity, exceed the sum insured, we shall only agree to pay these if they were ordered by us.
- 4 We shall not take into account any sentimental value.
- 5 For money and benefit limitations pursuant to contents basic cover, there shall only be single entitlement, even if provision is made for such coverage under several policies.
- 6 As far as concerns the personal liability insurance, the indemnity is limited by the sum insured.
- 7 We are not obliged to accept salvaged or damaged property.
- 8 We may arrange at your option for the necessary repairs to be carried out by craftsmen appointed by you.

### insurance shall not be afforded for:

Services provided by the fire brigade, police or other parties obliged to offer assistance.

## 7.3. Definitions

- 1 Replacement cost is deemed to be:
  - **For contents** the amount required at the time of the claim to purchase the item again, less the value of the remains.
  - **For buildings** the amount which is payable at the time of the claim for restoration or reconstruction. The maximum that this will be is the locally customary adjusted building cost less pre-existing damage and the value of the remains. If the building is not rebuilt within 24 months in the same borough, to the original size and for the same purpose, the replacement value may not exceed the market value. This shall equally apply whenever the reconstruction is not carried out by the insured, his successor in title or anyone who at the time of the claim had a legal claim to the acquisition of the building.
- 2 The market value is the amount which would have been obtained from the sale of the building

without land had it been sold at the time of the claim.

3 Scrap value is the amount which can be obtained from the sale of the demolished building without land. For demolished buildings, the replacement value corresponds to the scrap value.

4 The current market value is deemed to be:

- **For contents** the replacement cost less any reduction in value as the result of wear and tear or for other reasons.
- **For buildings** the replacement cost less reduction in the value of the building which have come about since its construction. Any existing remains shall be valued accordingly.

## 7.4. Excess

### 7.4.1. Natural peril claims

For each claim, the rightful claimant shall bear the following amounts:

- 1 in the case of contents insurance: per event CHF 500;
- 2 in case of the insurance of buildings used exclusively for residential and agricultural purposes: 10 percent of the indemnity, subject to a minimum of CHF 1,000 and a maximum of CHF 10,000;
- 3 in case of the insurance of buildings serving any other purpose: 10 percent of the indemnity, subject to a minimum of CHF 2,500 and a maximum of CHF 50,000;

The excess is in each case deducted once per event for insurances of goods and chattels and of buildings. Where an event affects several of the policyholder's buildings for which provision is made for a different excess in each case, then the excess shall be a minimum of CHF 2,500 and a maximum of CHF 50'000.

### 7.4.2. Other losses or damage

For each claim, the rightful claimant shall bear the excess stipulated in the policy.

## 8. WHAT DUTY OF CARE IS THERE?

### 8.1. Prevention of damage

The insured persons are obliged to act with the diligence and take the preventive measures which can be reasonably expected under the circumstances.

### 8.2. Security of the water supply

You are obliged to ensure that,

- 1 water pipes, including any equipment and apparatus connected to the same, are kept in perfect working order at all times at your expense;
- 2 arrangements are made to have blocked water pipe systems cleaned;
- 3 the freezing of water pipes is prevented by taking suitable measures; you must notably arrange, for as long as the building or apartment is unoccupied, even if only temporarily, for water pipes, including any equipment and apparatus connected to the same, to be professionally drained, unless the heating system is kept running by means of a suitable control.

## 9. WHAT ELSE APPLIES?

### 9.1. Breach of regulations, duties and obligations, under-insurance

The insurers shall be entitled to reduce the indemnity by the amount by which the occurrence and extent of the loss or damage was influenced by the negligent breach of:

- obligations of diligence;
- contractual or statutory provisions;
- obligations.

If the sum insured is less than the replacement value (replacement cost) of the entire contents pursuant to sub-paragraph 4.1., the claim shall be indemnified only in proportion to the ratio which exists between the sum insured and the replacement value (under-insurance). This rule shall not apply to the other insured items, i.e. money and costs. In case of contents claims for less than CHF 10,000 or below 10% of the sum insured, we shall refrain from charging for any under-insurance.

### 9.2. MORTGAGING

The insurers shall be liable towards mortgagees whose claims are not covered by the debtor's assets up to the amount of the indemnity, provided the mortgage:

- is entered in the land register or
- has been notified to the insurers in writing.

This shall equally apply whenever the rightful claimant has forfeited his right to indemnity in full or in part. This provision shall not be applied where the mortgagee is himself a rightful claimant or where he has caused the loss or damage intentionally or through gross negligence.

### 9.3. Other provisions

The General Conditions NMA2242A-4 shall apply in addition to these conditions.