

Contents

4	Definitions
6	Your contract of insurance – Contractual Information
8	Important information regarding this insurance
11	General conditions
13	General exclusions
16	Claim conditions and how to make a claim
17	Section one – Jewellery and watches
22	Section two – Fine Art, Antiques, musical instruments and collectibles

Thank you for choosing Lloyd's Insurance Company SA

We are delighted that you have chosen Lloyd's Insurance Company SA to insure your personal assets and it is our pleasure to enclose your insurance policy.

Please read your policy documentation carefully to ensure that the cover meets your requirements.

If you have any questions or queries, please do not hesitate to contact your broker who will be happy to assist.

Definitions

Words shown in bold type have the same meaning throughout this **policy** and definitions of key words or phrases used within this **policy wording** are set out below.

Agreed Value	The value agreed by you and us for the purpose of this insurance only. No representation is made by us that those values represent the market value or any other basis of value.
Broker	The insurance intermediary who arranged this cover on your behalf.
Collectibles	Private collections of rare, unique or novel articles of personal interest (for example, dolls, guns, model trains) including memorabilia.
Earthquake	The shock, shaking, tremor or convulsion of the earth's surface caused by natural seismic forces
Endorsements	A change in the terms and conditions of this insurance detailed within your policy .
Excess	The amount shown in the policy or endorsement that you will be responsible for paying in the event of each and every claim.
Family	Any members of your family permanently residing at the home or whilst in full time education (including adopted children, step-children and foster children), fiancé(e)s, co-habitees, domestic staff or partners but not including lodgers or tenants.
Fine art and antiques	Any article of recognised artistic or collectable nature of whatsoever description other than jewellery and watches which belong to you . This definition includes but is not limited to tapestries, rugs, furniture, paintings, etchings, manuscripts, sculptures, porcelain, gold, silver and gold and silver-plated items, objets d'art, contemporary art, clocks and barometers and collectibles .
Home	The private dwelling including outbuildings used for domestic purposes at the address shown on the policy .
Jewellery and watches	Gemstones, pearls, watches or items of gold, silver or other precious or semi-precious metals and/or articles comprising them, designed to be worn on the person that belong to you or members of your family residing with you .
Market Value	The price a willing buyer would pay to a willing seller with good title at the place the item was located immediately prior to the loss after a reasonable period for marketing taking into account the state of the market for items of that type, the size, condition and provenance and if a work of Art its position within the artist's body of work.
Natural Perils	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.
Occupant	Being an authorised person or persons in the home overnight.

Definitions

Period of insurance	The length of time the insurance is in force as shown on the policy .
Policy	The policy forms part of this insurance and contains details of you , the home , the sums insured , the excess , any endorsement , the period of insurance and sections of this insurance that apply.
Policy Wording	The formal wording of this insurance.
Proposal	The application for insurance provided by you whether verbally or in writing that describes you , any details specific to you or the property and all material information relevant to the cover which you have requested.
Specified	Items individually declared by you and specifically insured to an agreed value and recorded by us in the policy .
Sum insured	The insured values shown against each section and/or item in the policy .
Theft / Attempted Theft	Burglary, robbery and ordinary theft. Theft is also considered as the use of the correct keys or codes, magnetic cards and the like, provided the perpetrator acquired these on the occasion of a burglary, ordinary theft or through robbery. 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.
Unoccupied/unoccupancy	Your home is unoccupied whenever it is insufficiently furnished for normal living purposes or although furnished has been without and / or intended to be without an occupant for a period in excess of 90 consecutive days.
Unspecified	Individual items, pairs or sets not separately declared by you either on your proposal or verbally and that are not specifically recorded by us on the policy .
We/us/our/Underwriters/Insurer	Lloyd's Insurance Company S .A., Bastion Tower, Marsveldplein 5, 1050 Brussels, Belgium registered with Banque-Carrefour des Entreprises / Kruispuntbank van Ondernemingen under number 682.594.839 RLE (Brussels).
You/your/insured	The person(s) named in the policy and all members of their family and domestic employee(s) who permanently live in the home .

Contractual information

This **policy** and any **endorsement** should be read together and form the contract of insurance between **you** and **your insurer**.

The **schedule** of the **policy** sets out the sections **you** have selected and any **sum insured** limits that are relevant to **you**; it is **your** evidence of insurance and **you** may need it if **you** wish to make a claim. In return for the payment of the premium (and any tax payable thereon) by **you**, **we** will provide insurance in accordance with this **policy** in respect of events happening during the **period of insurance** for those sections stated as covered in **your policy**.

It is important that **you** read this wording and the **policy** carefully to make sure that it meets **your** requirements and needs.

This **policy wording** is arranged in different sections. It is important that:

- **you** are clear which sections **you** have requested and want to be included;
- **you** understand what each section covers and does not cover;
- **you** understand **your** own duties under each section and under the insurance as a whole.

Please contact **your broker** immediately if the **policy** is not correct or if **you** would like to ask any questions.

Data protection notice – your personal information

Who are we?

We are the "Lloyd's Insurance Company S.A. (hereinafter referred to as "Lloyd's Europe")" mentioned in the contract and/or insurance certificate.

Basic principles

We collect and use relevant information about **you** to provide **you** with **your** insurance cover or the insurance cover **you** have and to meet **our** legal obligations and the obligations of others in the insurance chain.

This information includes data such as **your** name, address and contact details and any other information **we** collect about **you** in connection with **your** insurance cover. This information may include more sensitive details such as information about **your** health and any criminal convictions you may have.

In certain circumstances, **we** will need **your** consent to process certain categories of data about **you** (including special categories of personal data as mentioned above). Where **we** need **your** consent, **we** will ask for it separately. **You** are not obliged to give **your** consent and **you** may withdraw **your** consent at any time by sending an email to LloydsEurope.DataProtection@lloyds.com (without however affecting the lawfulness of processing based on consent given before it was withdrawn).

Nevertheless, if **you** do not give **your** consent or if **you** withdraw **your** consent, this may affect **our** ability to provide the insurance cover **you** have and prevent **us** from providing cover to **you** or processing **your** claims.

The operation of insurance means that **your** information may be shared with and used by a number of third parties in the insurance industry (inside and outside Belgium, and inside and outside the EU). For example, insurers, insurance agents or brokers, reinsurers, loss adjusters, subcontractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and mandatory insurance databases. **We** will only disclose **your** personal information in connection with the insurance cover provided, and to the extent necessary or permitted by law.

We will not retain **your** personal information longer than is necessary to provide **you** with the insurance cover agreed or to comply with our legal or regulatory obligations.

Information you provide to us about other people

When **you** provide **us** (or **your** insurance agent or broker) with information about other people, **you** must ensure that this abridged privacy notice is provided to them.

Would you like more information?

For more information about how **we** use **your** personal information, please see **our** full Privacy Notice, which is available in the Privacy section of our website www.lloydseurope.com or in other formats on request.

Complaints, contacting us and the regulator, and your rights

You have rights in relation to the information **we** hold about **you**, including the right to access **your** information. If **you** would like to exercise **your** rights, discuss how **we** use your information or view a copy of our full privacy notice, please contact **us** or visit the privacy section of **our** website Privacy notice - Lloyds Europe where **you** will find full details. Alternatively, **you** can contact the insurance agent or broker who arranged **your** insurance. Their contact details are shown in the **schedule**.

You have the right to lodge a complaint with the relevant data protection authority, but **we** encourage **you** to contact **us** before doing so.

Important information regarding this insurance

This **policy wording**, the **policy** and any **endorsement** should be read together and form the contract of insurance between **you** and **your insurer**.

The **policy** sets out the sections **you** have selected, and any **sum insured** limits that are relevant to **you**; it is **your** evidence of insurance and **you** may need it if **you** wish to make a claim. In return for the payment of the premium (and any tax payable thereon) by **you**, **we** will provide insurance in accordance with this **policy wording** in respect of events happening during the **period of insurance** for those sections stated as covered in **your policy**.

It is important that **you** read this wording and the **policy** carefully to make sure that it meets **your** requirements and needs.

This **policy wording** is arranged in different sections. It is important that:

- **you** are clear which sections **you** have requested and want to be included;
- **you** understand what each section covers and does not cover;
- **you** understand **your** own duties under each section and under the insurance as a whole.

Please contact **your broker** immediately if the **policy** is not correct or if **you** would like to ask any questions.

The **insurers** named hereon bind themselves each for their own part and not one for another. Each **insurer's** liability under this **policy** shall not exceed that percentage, section of cover or amount of the risk shown against that **insurer's** name.

Changes we need to know about

The information **you** have supplied to **us** on **your proposal** and/or any supplementary questionnaires is important and is used in the consideration, acceptance and assessment of this insurance. **You** must, ensure that all the information given is accurate and that no information has been withheld. **You** must tell **your broker** of any update, change or amendment to the information that **you** have given **us** as soon as is reasonably possible

We will tell **you** if such change affects **your** insurance and if so, whether the change will result in revised terms and/or premium being applied to this insurance. If **you** do not inform **us** about a change, it may affect any claim **you** make or could result in **your** insurance being invalid.

Premium payment

Premiums are payable for each insurance year in advance of the inception date specified in the **policy**. Where payments are made in instalments, the instalments that are payable in the course of the insurance year are only deemed to have been deferred.

Period of Insurance

The policy commences on the date specified in the **policy**. The contract is concluded for the term specified in the **policy**. **We** recommend **our** customers review their contract every year to ensure their cover is sufficient for their needs and that any changes to the information **you** have given **us** have been disclosed.

Cooling off period

You are entitled to cancel this insurance in writing or in another form that allows proof by text, by to **your broker** within 14 days of either the date **you** receive **your insurance** documentation; or the start of the **period of insurance** whichever is the later. A full return of premium will be made subject to the return of any documents issued and no claim having been made.

Important information regarding this insurance

Termination or renewal on expiry

At the end of the **period of insurance** **your** contract of insurance shall automatically be renewed for one year at a time, unless **you** or **we** have given notice to terminate the contract at least 3 months in advance of **your** renewal date. If **your** contract of insurance has been entered into for a period of less than one year, it shall expire on the date specified in the **policy**.

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. **We** 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.

Termination in the event of a claim

You or **we** may cancel this contract of insurance following the occurrence of an agreed claim under this **policy**. **We** must give **you** notice of cancellation in writing or in another form that allows proof by text, no later than the date of payment of the indemnity; 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 in writing or in another form that allows proof by text, 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, **we** 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 this insurance was in force for at least one year.

Premium refund

In the event of the premature cancellation or termination of the insurance contract, the premium is only payable for the period up until cancellation of the contract. The premium for the current insurance period is nevertheless owed in full if **we** have paid benefits in the case of a total loss or **you** choose to terminate the contract in the case of partial damage and the contract has been in force for less than one year at the time when notice of termination is given.

Service of suit, Governing law and jurisdiction

Unless a different law is agreed by you and us in writing, in the event of a dispute under the policy:

- a. this insurance will be governed by the laws of the country stated in the **schedule**; and
- b. all disputes will be dealt with by the courts of the country stated in the **schedule**.

Lloyd's Insurance Company S.A. hereby agrees that all summonses, notices or processes requiring to be served upon it for the purpose of instituting any legal proceedings against them in connection with this Insurance shall be properly served if addressed to it and delivered to it care of the Lloyd's General Representative of the country stated in the schedule who in this instance, has authority to accept service on its behalf.

Lloyd's Insurance Company S.A. by giving the above authority does not renounce its right to any special delays or periods of time to which it may be entitled for the service of any such summonses, notices or processes by reason of its residence or domicile in Belgium.

Complaints

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.

If your broker or we cannot resolve your concerns and wish to make a complaint, you can do so at any time by referring the matter to:

Head of Complaints Management
Lloyd's Insurance Company S.A.
Bastion Tower
Marsveldplein 5
1050 Brussels
Belgium
Tel: +32 (0)2 227 39 40
E-mail: LloydsEurope.Complaints@lloyds.com

Your complaint will be acknowledged, in writing, within 10 (ten) business days of the complaint being made. A decision on your complaint will be provided to you, in writing, within 2 (two) months of the complaint being made.

Should you remain dissatisfied with the final response or if **you** have not received a final response within 2 (two) months of the complaint being made, **you** may be eligible to refer **your** complaint to the Insurance Ombudsman Please see the **schedule** for contact information.

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

General conditions

You must comply with the following obligations. If **you** do not several things could happen.

We may:

1. reduce any payment **we** make under this insurance;
2. charge **you** more for **your** insurance;
3. amend the terms of **your** insurance,
4. terminate **your** cover; or
5. treat this insurance as though it never existed.

Your duties under this insurance are as follows:

1. **You** must take all reasonable steps to safeguard **your** possessions against loss or damage.
2. **You** must tell **us** as soon as possible if **you**:

- Stop using the **home** as **your** permanent private residence
- Leave the **home** without an **occupant** for more than 90 consecutive days.

When **we** receive this notice, **we** have the option to change the conditions of this insurance.

3. **You** must tell **us** of any change to the information declared on **your proposal** or any other supplementary questionnaire that could affect the assessment of risk and the premium charged. If **you** are unsure as to what information **you** need to disclose, please refer to **your broker** for guidance.

Security of the water supply

You must ensure that:

- (a) water pipes, including any equipment and apparatus connected to the same, are kept in good working order at all times at **your** expense.
- (b) arrangements are made to have blocked water pipe systems cleaned as soon as is reasonably possible.
- (c) the freezing of water pipes is prevented by taking suitable measures; **you** must notably arrange, for as long as the **home** is **unoccupied**, 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.

Luggage

- (a) If **you** hand over items to a common carrier for carriage, **you** must request a receipt.
- (b) Whenever they are not being worn or used, **jewellery and watches** must be handed over for safekeeping or kept under separate lock and key.
- (c) **Insured** property must not be left anywhere where it is accessible to all, e.g., in unlocked vehicles or ships, unless it can be continually overseen by the insured persons.

Adequacy of sum insured

You must at all times ensure that **your sums insured** are maintained at full value.

Specified fine art, antiques, musical instruments and **collectibles** must be individually declared by **you** and specifically insured to a value agreed by **you** and **us** and shown on **your schedule** for the purpose of this insurance only. No representation is made by **us** that those values represent the **market value** or any other basis of value.

General conditions

Adequacy of sum insured

The basis of valuation for settlement of any total loss accepted under this insurance for **specified jewellery and watches** will be the amount individually listed in the **schedule** or the **market value** immediately prior to the loss whichever is the less.

For any items that are not individually **specified in your schedule** full value is the current **market value**. If **you** fail to maintain **your sums insured** at full value **your** insurance will not cover the full amount required to put **you** back in the same position as **you** were before the loss or damaged happened and **you** will need to pay the remaining costs.

Packing and Transportation

You must ensure that **fine art and antiques, collectibles**, musical instruments are securely and adequately packed whilst in transit and if not transported by a professional carrier, then they must be appropriately packed and under the custody and control of **you**, a member of **your family** or a suitable person appointed by **you**.

Breach of regulations, duties and obligations, under-insurance

We are 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:

- Contractual or statutory provisions.
- Duties, conditions, and obligations stated within this **policy**.

Information you have given us

You must take reasonable care to ensure that all the information **you** have given **us** is true, accurate and complete to the best of **your** knowledge and belief. Please talk to **your broker** if **you** are in any doubt about what to tell **us**. **Your** information is important to **us** as **we** have relied on it when deciding whether to offer **you** cover, and when setting the premium and the terms of **your policy**.

It might impact **your** insurance or any claim if the information **you** have given **us** is not true, accurate and complete. If **we** find out **you** have acted carelessly when giving **us your** information, **we** might:

- treat this insurance as if it had never existed. If this happens **we** will give **you** back the premium **you** paid and **you** must reimburse any payments **we** have made. **We** will only do this if **we** would not have offered **you** cover if **we** had been given true, accurate and complete information; or
- change the terms of **your** insurance. **We** may apply these different terms as if they were already in place if a claim has been impacted by **your** carelessness; or
- charge **you** more for **your** insurance or proportionately reduce the amount **we** pay on a claim; or
- cancel **your** insurance in accordance with the "Cancellation" section.

If **we** find out **you** have deliberately or recklessly given **us** false or misleading information, **we** will treat this insurance as if it never existed and decline all claims. **You** must reimburse any payments made under this insurance and **we** will not return any premium **you** have paid.

Your broker will write to **you** if **we** are going to do any of these things.

General conditions

Sanctions

The policyholder agrees that any cover, the payment of any claim and any benefit provided under this **policy** will be suspended, to the extent that providing any cover, the payment of any claim or the provision of any benefit would expose the insurers to any sanction, prohibition or restriction under any:

- a. United Nations' resolution(s); or
- b. trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

The suspension will continue until the insurers are no longer exposed to any sanction, prohibition or restriction

General exclusions

The following exclusions apply to the whole of this **policy**. Any extra exclusions are shown in the sections to which they apply.

1. Radioactive contamination and nuclear assemblies'

We will not pay for

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom
2. 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.

2. Biological and chemical contamination

We will not pay for

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
 2. any legal liability of whatsoever nature;
 3. 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.

General exclusions

3. War

We will not pay for 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.

4. Existing damage

We will not pay for loss, damage or liability occurring before cover starts or arising from an event before cover starts.

5. Deliberate damage

We will not pay for loss or damage caused deliberately by **you**, anyone acting on **your** behalf or any person lawfully in the **home**.

6. Indirect loss or damage

We will not pay for any loss or damage that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this contract of insurance.

7. Wear and tear, mechanical or electrical breakdown

We will not pay for damage caused by wear and tear or mechanical or electrical breakdown, fault or failure.

8. Deception

We will not pay for loss, damage, or liability caused by deception other than by any person using deception to gain entry to **your home** or pick pocketing and theft by trickery.

9. Cyber and Data

The following exclusions apply to the whole of the contract.

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.

General exclusions

15. Infectious or contagious disease

We will not cover any claim, loss, damage or liability directly or indirectly due to :

- a) infectious or contagious disease;
- b) any fear or threat of a) above; or
- c) any action taken to minimise or prevent the impact of a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

16. Cryptocurrencies

We will not pay for loss, damage or liability under this policy relating to or in connection with any electronic, online or cryptocurrencies even where such currency exists in physical form (for example Bitcoin and Ether).

17. More specific insurance

We will not cover any claim, loss, damage or liability that would be covered under another insurance if this **policy** did not exist or covered under any other contract, legislation or guarantee.

Claim conditions and how to make a claim

Naturally, **we** hope **you** won't have any accidents or misfortune, but if **you** do and wish to make a claim, **you** must contact **your broker** as soon as possible. At the time of making a claim, **you** will be asked for the **policy** number stated on **your policy** and full details of the claim.

Your duties

In the event of a claim or possible claim under this insurance **you** must:

1. Notify **us** as soon as is reasonably possible, giving full details of what has happened.
2. Provide **us** with written details of what has happened as soon as possible and provide **us** with full co-operation and such assistance as **we** may reasonably require at **your** expense.
3. Inform the local police as soon as possible following malicious acts, violent disorder, riots or civil commotion, **theft, attempted theft** or lost property and **you** should ensure, wherever possible, that **you** obtain an incident or crime number from the police to substantiate the incident.
4. Not admit liability or offer or agree to settle any claim without **our** written permission.
5. Take all reasonable care to limit any loss or damage..
6. Provide **us** with reasonable evidence of value or age (or both) for items involved in a claim.
7. Not abandon any property to **us** without **our** written permission.

If **you** do not, **we** may not make a payment for **your** claim or reduce any payment **we** make under this insurance.

Defence of claims

We may:

- Take full responsibility for conducting, defending or settling any claim in **your** name
- Take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance.

Other insurance

We will not pay any claim if any loss, damage or liability covered under this insurance is also covered wholly or in part under any other insurance except in respect of any excess beyond the amount which would have been covered under such other insurance had this insurance not been effected.

Fraudulent Claims

If **you**, or anyone acting on **your** behalf, make a claim knowing it to be false or fraudulent in amount or in any other respect, this insurance will become invalid. This means **we** will not pay the false or fraudulent claim, or any subsequent claim.

Proof of Value and Ownership

It is **your** responsibility to prove any loss therefore **we** recommend that wherever possible **you** keep receipts, valuations, photographs, instruction booklets and guarantee cards to help with **your** claim. If **you** wish to specify an item, **we** will either request proof of value prior to providing cover for the item or at the time of a claim.

Section 1 – Jewellery and watches

The following cover applies only if **your policy** shows that it is included.

We will insure **your jewellery and watches** in the **home** or anywhere in the world while temporarily removed from **your home**, against physical loss or physical damage occurring during the **period of insurance** but subject to the exclusions, limitations and conditions stated hereunder.

Any single item pair or set valued at EUR 50'000 or over for **jewellery and watches** must be individually **specified** by **you** and supported by valuations and / or purchase receipts.

You should be aware that the onus of proof of value rests with **you** in the event of a claim where professional valuations have not been seen and agreed by **us**.

Any items that have not been individually **specified** will be covered as **unspecified** items.

We will also provide cover for:

1. Temporary removal from bank or safe deposit

If **you** have told **us** that certain items of **your jewellery and watches** are permanently stored in a bank or safe deposit, **we** will provide cover against physical loss or physical damage occurring during the **period of insurance** to these items while temporarily removed from **your** bank or safe deposit for up to 15 days in any one **period of insurance**.

The maximum **we** will pay is EUR 25'000 any one claim, and in all during the **period of insurance** unless a higher amount has been specifically agreed by **us** and an additional premium paid by **you**.

2. New acquisitions

We will allow an increase in the **sum insured** for **unspecified jewellery and watches** of up to EUR 25'000 to cover any items **you** acquire during the **period of insurance**. **We** will only do this if **you** tell **us** about the new possession within 60 days of acquisition and pay an extra premium. This applies separately to each insured location.

Any items that are only intended to be in **your** possession for a short time, such as presents for other people, are covered automatically for up to 60 days, as long as they do not increase the **unspecified jewellery and watches sum insured** by more than EUR 25'000.

Section 1 – Jewellery and watches

What is not insured

The general exclusions and the following extra exclusions apply to Section 1 of this insurance **policy**.

Wear, tear, mould and gradual deterioration

We will not pay for loss or damage caused by general wear and tear, mechanical or electrical faults or breakdown, rusting, corrosion, warping, wet or dry rot, damp, mould, fungus, or any dryness, dampness or contamination caused by atmospheric or temperature changes, extremes of temperature or exposure to light or damage that happens gradually. This exclusion does not apply to loss or damage resulting from wear and tear or mechanical failure to a clasp, setting or other fastening, carrier or container.

Animals, vermin and insects

We will not pay for loss or damage caused by termites, rodents, vermin, woodworm, or wood-boring insects, moths or for chewing, scratching, tearing or fouling by domestic pets or commercially kept animals.

Misuse, defective design or workmanship

We will not pay for loss or damage caused by misuse, faulty or defective materials, inherent flaw, latent defect, faulty or defective design, manufacture, specification or workmanship.

Repair, restoration, renovation or cleaning

We will not pay for any loss or damage caused by or during the process of alteration, renovation, repair, restoration, process of cleaning, dyeing, repair or renovation or while being worked on.

Theft from unattended vehicles

We will not pay for theft from unattended vehicles unless the vehicle has been securely locked, all doors and windows closed, all security devices set, all keys removed and all items are concealed out of sight and / or in the vehicle's glove compartment or boot.

Packing and transportation

We will not pay for items lost or damaged whilst in transit unless securely and adequately packed.

Pollution and contamination

We will not pay for any loss or damage caused by contamination of the air, water, or earth by harmful or potentially harmful substances resulting from a pollutant, contaminant, smog, or industrial or agricultural smoke.

Contract works

Any claim for theft or attempted theft from the **home** while any building work is being carried out. This exclusion shall not apply if there are visible signs of forcible or violent entry or exit which has resulted in physical damage to **your home** or to the security device(s) used to protect or store **your** possessions.

Volcanic Eruptions and Earthquakes

We will not pay for loss or damage caused by or arising from volcanic eruptions or earthquakes.

What is not insured

The general exclusions and the following extra exclusions apply to Section 3 of this insurance policy

Deception

We will not pay for loss or damage caused by deception other than by any person using deception to gain entry to **your home** or pick pocketing and theft by trickery.

Maintenance

We do not cover the cost of maintenance

Unoccupied and / or unfurnished homes

We will not pay for;

- loss or damage caused by theft, attempted theft, vandalism or malicious damage while the **home** is **unoccupied** unless the **unoccupancy** has been notified to and agreed by **us** and all items are stored in a locked safe with an appropriate cash rating which has been installed to manufacturers recommendation.
- loss or damage while the **home** is not furnished enough to be normally lived in unless caused by fire, lightning or explosion, impact, storm, flood or weight of snow.

Unattended Baggage

We will not pay for theft or disappearance of **jewellery and watches** contained within baggage unless such baggage is carried by hand and under **your** personal supervision.

Wearable technology

We will not pay for any loss or damage to wearable technology such as smartwatches, fitness trackers, smart glasses or any such device containing computer technology and designed to be on the surface of the skin, where they detect, analyse and transmit information.

Section 1 – Jewellery and watches

How much we will pay

Specified items

If a **specified** item shown on **your schedule** is lost, destroyed or deemed a total loss **we** will decide whether to replace such item or pay the amount stated in the **schedule** or the market value of the item immediately prior to the loss whichever is the less.

If a **specified** item is partly damaged **we** will decide whether **we** repair or replace the item. If **we** repair the damaged item **we** will also pay any loss in value. The most **we** will pay in total is the amount stated in the **schedule** or the market value of the item immediately prior to the loss whichever is the less.

If a **specified** item has had a valuation from an independent professional jeweller or watch dealer within the last three years and the value, as shown in the **schedule**, reflects this valuation, **we** will insure these items on an increased value basis. **We** will therefore pay the value of the item at the time of its loss even if this more than the **specified** value shown on **your schedule**. The most **we** will pay for the increase in value of a **specified** item shown in **your schedule** is an additional 25% of the value shown in **your schedule** or EUR10,000 in total for each incident of loss whichever is the lower.

You must ensure that the values shown in **your schedule** are updated to reflect any re-valuations, updates, or additions.

Specified luxury watches

Where a watch is **specified** for a greater value than the current Manufacturer Suggested Retail Price (MSRP), the basis of settlement in the event of total loss or destruction shall be replacement with an identical or nearest equivalent model up to the **specified sum insured** stated on **your schedule**.

If an identical new watch or an acceptable nearest equivalent model cannot be sourced, then the replacement will be with an identical pre-owned watch not exceeding the **specified sum insured**. Should it not prove possible to source either a new watch or a pre-owned replacement, **we** will pay the greater of the following amounts but in no event will **we** pay more than the **specified sum insured** stated on **your schedule**:

- a) the retail replacement cost of the watch as new at the time of the loss or if the exact watch is no longer available, the retail replacement cost of the nearest equivalent model as new;
- b) the price that **you** paid for the watch if **you** purchased the watch pre-owned.

Unspecified items

For items which are not **specified** in **your schedule**, **we** will decide whether **we** repair, replace or pay **you** for any lost or damaged item. If **we** make a cash payment **we** will pay **you** the current market value of the lost or damaged item.

The most **we** will pay in total for any individual **unspecified** item, pair or set is EUR50,000.

Section 1 – Jewellery and watches

How much we will pay

Unattended vehicles

We will pay no more than EUR 10'000 any one claim in respect of **theft** or disappearance from unattended vehicles.

Theft limitation

We will pay no more than EUR50,000 for any one item, pair or set and no more than EUR125,000 for any one claim in respect of theft or disappearance unless at the time of the loss the item(s) were either:

1. being worn by you, or;
2. carried by hand and under **your** personal supervision,
3. in a locked home safe; or
4. deposited in a bank or safety deposit vault.

If **you** are staying in a hotel or motel and **you** leave **your** room unattended the most **we** will pay for theft or disappearance from **your** unattended room is EUR10,000 in total for any one claim.

The above room limitation does not apply if, at the time of the loss, the item(s) were kept in a locked room safe or the principle safe of the hotel or motel.

Pairs and Sets

Following loss or damage to a pair, set or part of a larger unit **we** will pay at **our** option, less any **excess** applying, whichever is the lesser:

- a) the cost of repairing the damaged item to its condition immediately prior to the loss
- b) the cost to replace it
- c) the cost to make up the difference between the **market value** immediately before and after the loss.

When repair is not possible or replacements cannot be matched, if **you** surrender the remaining or undamaged portion or the part, set or unit to **us** and **we** agree to accept, **we** will pay **you** the full replacement cost of the entire pair, set or unit less any **excess** applying either up to the **specified** value or for **unspecified** items the **market value** at the time of the loss but no greater than EUR 50'000 any one item, pair or set.

Excess

After arriving at a claim settlement, **we** will deduct the applicable **excess**, as shown in **your policy**, before paying **your** claim.

If **your** claim relates to an incident of loss or damage that falls for consideration under more than one section of this insurance and **you** have chosen different sectional **excesses**, it is the highest applicable **excess** that will be deducted from the total settlement.

If a claim is more than EUR 25'000 **we** will not take off any **excess** unless **you** have chosen to take a higher **excess** in exchange for a discounted premium or **we** have imposed a higher **excess**.

Section 2 – Fine art, antiques, musical instruments and collectibles

The following cover applies only if **your policy** shows that it is included.

We will insure **your fine art and antiques**, musical instruments and **collectibles** in the **home**, or anywhere in the world while temporarily removed from **your home**, against physical loss or physical damage occurring during the **period of insurance** but subject to the exclusions, limitations and conditions stated hereunder.

Any collection, single item, pair or set valued at EUR 50'000 or over for **fine art and antiques**, EUR 25'000 for wine collections or EUR 10'000 for musical instruments must be individually **specified** by **you**, supported by inventories, valuations and/or purchase receipts.

You should be aware that the onus of proof of value rests with **you** in the event of a claim where professional valuations have not been seen and agreed by **us**.

Any items that have not been individually **specified** will be covered as **unspecified** items.

We will also provide cover for:

1. Fine art and antiques in storage

If declared to **us** and included within **your sum insured**, **we** will cover **your fine art and antiques** stored in a furniture depository or professional storage facility for physical loss or physical damage occurring during the **period of insurance**.

We will not pay for loss or damage to **fine art and antiques** insured elsewhere.

2. Fine art and antiques while being professionally removed

We will cover **your fine art and antiques** for physical loss or physical damage occurring during the **period of insurance** during removal by professional removal contractors between **your home** and any new residence.

We will not pay for items that have not been professionally and appropriately packed for transportation, any international transit without prior agreement or for any losses more specifically insured elsewhere.

3. Temporary removal from a bank or safe deposit

If **you** have told **us** that certain items of **your fine art and antiques** are permanently stored in a bank or safe deposit **we** will provide cover against physical loss or damage occurring during the **period of insurance** for these items while temporarily removed from **your bank or safe deposit** for up to 15 days in any one **period of insurance**.

The maximum **we** will pay is EUR 25'000 any one claim, and in all during the **period of insurance** unless a higher amount has been specifically agreed by **us** and an additional premium paid by **you**.

Section 2 – Fine art, antiques, musical instruments and collectibles

We will also provide cover for:

4. New acquisitions

We will allow an increase in the **sum insured** for **unspecified fine art and antiques** of up to EUR 25'000 to cover any items **you** acquire during the **period of insurance**. **We** will only do this if **you** tell **us** about the new possession within 60 days of acquisition and pay an extra premium. This applies separately to each insured location.

Any items that are only intended to be in **your** possession for a short time, such as presents for other people, are covered automatically for up to 60 days, as long as they do not increase the **unspecified fine art and antiques sum insured** by more than EUR 25'000.

5. Death of artist

We will increase the insured value of any individually **specified** painting listed in the **policy** if the artist dies during the **period of insurance**. Coverage is granted only on the basis that:

- This extension applies for the six months immediately following the death of that artist
- **You** can produce an independent professional valuation which is not more than three years old at the time of any loss or damage
- **You** must prove the increased value if **you** make a claim for that item.

We will also reimburse **you** up to EUR 30'000 for any costs or expenses **you** have paid but are unable to recover on works of art and collections commissioned by **you** which remain incomplete at the time of the artist's death. **We** will only do this if the artist dies during the **period of insurance** and **you** are legally entitled to a refund of such costs or expenses.

The maximum **we** will pay is for increases of up to 200% of the insured value but not more than EUR 100'000 for all item(s).

6. Defective title

We will pay **you** if, during the **period of insurance**, an individually **specified** item listed in the **schedule** is determined to be not rightfully **your** and **you** are legally required to return it to its rightful owner **we** will cover **you** up to the **sum insured** against any claim which is first made against **you** and notified to **us** during the **period of insurance**. **We** will only provide this cover if **you** bought the item during the period that **your fine art and antiques** has been insured with **us** and before or at the time of purchasing the item **you** made all reasonable enquires about the items history of ownership.

We do not cover items that **you** inherit or that were given to **you**.

We will pay **you** the amount **you** paid for the item , or the **sum insured** if this is less.

The maximum amount **we** will pay in total during the **period of insurance** for all insured claims is EUR 100'000.

Section 2 – Fine art, antiques, musical instruments and collectibles

We will also provide cover for:

7. Emergency Relocation

If **your home** becomes uninhabitable because of an insured event under this **policy** and the safety and security of **your fine art and antiques** is compromised, **we** will pay the cost of transporting **your fine art and antiques** and storing them in an agreed place of secure storage.

Cover for such transportation and storage is limited to 20% of the total **sum insured** under Section 2 of this **policy** and **we** will not pay for more than 12 months storage.

What is not insured under Section 2

The general exclusions and the following extra exclusions apply to Section 1 of this insurance **policy**.

Deception

We will not pay for loss or damage caused by deception other than by any person using deception to gain entry to **your home** or pick pocketing and theft by trickery.

Maintenance or decoration

We do not cover the cost of maintenance or routine redecoration.

Wear, tear, mould and gradual deterioration

We will not pay for loss or damage caused by general wear and tear, mechanical or electrical faults or breakdown, rusting, corrosion, warping, wet or dry rot, damp, mould, fungus, or any dryness, dampness or contamination caused by atmospheric or temperature changes, extremes of temperature or exposure to light or damage that happens gradually.

Animals, vermin and insects

We will not pay for loss or damage caused by termites, rodents, vermin, woodworm, or wood-boring insects, moths or for chewing, scratching, tearing or fouling by domestic pets or commercially kept animals.

Misuse, defective design or workmanship

We will not pay for loss or damage caused by misuse, faulty or defective materials, inherent flaw, latent defect, faulty or defective design, manufacture, specification or workmanship.

Mechanical and electrical breakdown or failure

We will not pay for loss or damage to an item due to its mechanical breakdown or malfunctioning due to mechanical, electrical or electronic failure or breakdown.

Repair, restoration, renovation or cleaning

We will not pay for any loss or damage caused by or during the process of alteration, repair, restoration, process of cleaning, dyeing, repair or renovation or while being worked on.

Fine art and antiques in the open

We will not pay for loss or damage to **fine art, antiques** and **collectibles** left in the open caused by storm unless specifically designed for outdoor use.

What is not insured under Section 2

The general exclusions and the following extra exclusions apply to Section 1 of this insurance **policy**.

Unoccupied and / or unfurnished homes

We will not pay for;

- loss or damage caused by water or oil escaping from any fixed water or heating system, washing machine, dishwasher, refrigerator, freezer, water bed or fish tank while **your home** is **unoccupied**.
- loss or damage caused by theft, attempted theft, vandalism or malicious damage while the **home** is **unoccupied**. This exclusion does not apply if all security devices for the protection of the **home** are put into full and effective operation.
- loss or damage while the **home** is not furnished enough to be normally lived in unless caused by fire, lightning or explosion, impact, storm, flood or weight of snow.

Theft from unattended vehicles

We will not pay for theft from unattended vehicles unless the vehicle has been securely locked, all doors and windows closed, all security devices set, all keys removed and all items are concealed out of sight or in the vehicle's glove compartment or boot.

Wine or spirit collections

We will not pay for;

- loss or damage to wine or spirits directly or indirectly caused by or resulting from:
 - a) substitution or mysterious disappearance;
 - b) bankruptcy or any book-keeping failure of any wine or spirit storage facility;
 - c) leakage, evaporation or natural loss of contents;
 - d) cork fly;
 - e) evaporation or natural loss of contents;
 - f) inherent vice; or
 - g) climatic conditions
- any bottle of wine or spirit which has been opened.
- loss or damage to labels on wine or spirit bottles. This exclusion shall not apply to bottles which are listed individually in the schedule of wines and spirits agreed by **us** and such loss or damage is caused by fire, explosion, flood or escape of water from fixed water tanks, apparatus or pipes.
- loss or damage to labels or to wine or spirits caused by escape of water from fixed water tanks, apparatus or pipes or by flood. This exclusion shall not apply to bottles which are stored at a level which is greater than 50cm above the level of the floor.

Sports equipment and guns

We will not pay for loss or damage to guns caused by rusting or bursting barrels or damage to sports equipment while being used.

Packing and transportation

We will not pay for loss or damage to **unspecified fine art and antiques** or **collectibles** whilst in transit unless securely and adequately packed. For **specified fine art and antiques** or **collectibles** **we** will not pay for loss or damage in transit unless the items are packed and transported by a professional carrier.

What is not insured under Section 2

The general exclusions and the following extra exclusions apply to Section 1 of this insurance **policy**

Exclusion applicable to musical instruments

We will not pay for breakage of strings, drumheads or the breakage of pipes. **We** will also not pay for damage to internal mechanisms including but not limited to valves and transistors unless caused by a single identifiable external event. **We** will not pay for theft by any person or persons to whom any musical instrument, equipment or accessories are entrusted or loaned.

Ground water level

We will not pay for any loss or damage, cost or expense caused by a gradual rise in the ground water level including any rise which results in flood. (Ground water level is the level below the ground which is completely saturated with water).

Pollution and contamination

We will not pay for any loss or damage caused by contamination by harmful or potentially harmful substances resulting from a pollutant, contaminant, smog, or industrial or agricultural smoke.

Volcanic Eruptions and Earthquakes

We will not pay for loss or damage caused by or arising from volcanic eruptions or earthquakes.

Contract works

Any claim for theft or attempted theft from the **home** while any building work is being carried out. This exclusion shall not apply if there are visible signs of forcible or violent entry or exit which has resulted in physical damage to **your home** or to the security device(s) used to protect or store **your** possessions.

Collectibles, Stamp and Coin Collections

We will not pay for loss or damage to **collectibles**, stamps or coins caused by handling, fading, creasing, denting, scratching, tearing, thinning, colour transfer, dampness, or temperature extremes or whilst being worked on.

Section 2 – Fine art, antiques, musical instruments and collectibles

How much we will pay

Specified items

If a **specified** item shown on **your schedule** is lost or destroyed **we** will pay the value agreed by **you** and **us** for the purpose of this insurance only. If the item is partly damaged, **we** will decide whether **we** repair, replace or pay the loss in value of the damaged item.

If a **specified** item has had a valuation from an independent professional valuer within the last three years and the value agreed by **us**, as shown in the **schedule**, reflects this valuation, **we** will insure these items on an increased value basis. **We** will therefore pay the value of the item at the time of its loss even if this more than the agreed value shown on **your schedule**.

The most **we** will pay for the increase in value of a **specified** item shown in **your schedule** is an additional 25% of the value **we** have agreed and shown in **your schedule** or £25,000 in total for each incident of loss whichever is the lower.

You must ensure that the agreed value shown in **your schedule** is updated to reflect any re-evaluations, updates or additions.

Unspecified items

For items which are not **specified** in **your schedule**, **we** will decide whether **we** repair, replace or pay **you** for any lost or damaged item. If **we** make a cash payment **we** will pay **you** the current market value of the lost or damaged item.

The most **we** will pay in total for any individual **unspecified** item, pair or set is EUR50,000.

Wine and Spirits Collections

We will pay up to the current market value of any lost or destroyed bottle of wine or spirit however, the most **we** will pay in respect of any one bottle is EUR1,500 but in no event will **we** pay more than EUR50,000 in total for each agreed claim unless **your collection** has been declared to and agreed by **us** for a higher value.

For labels on bottles of wine or spirit that are listed individually in the schedule of wines and spirits agreed by **us**, **we** will decide whether to repair, replace or pay the loss in value of the damaged item. The most **we** will pay in total for a damaged label and any resulting loss in value of the wine or spirit is EUR1,500 or for specified collections the amount shown for such bottle(s) of wine or spirit in the schedule of wines and spirits agreed by **us** and held by **us** or **your** insurance broker.

Unattended vehicles or baggage

The most **we** will pay in respect of theft or disappearance of **fine art and antiques** from unattended vehicles is £25,000 any one claim.

Section 2 – Fine art, antiques, musical instruments and collectibles

How much we will pay

Pairs and sets

Following loss or damage to a pair, set or part of a larger unit, **we** will pay at **our** option, less any **excess** applying, whichever is the lesser:

- a. the cost of repairing the lost or damaged item to its condition immediately prior to the loss
- b. the cost to replace it
- c. the cost to make up the difference between the market value immediately before and after the loss.

When repair is not possible or replacements cannot be matched if **you** surrender the remaining or undamaged portion of the pair, set or unit to **us** and **we** agree to accept, **we** will pay **you** the full replacement cost of the entire pair, set or unit less any **excess** applying either up to the **specified** value or for **unspecified** items the market value at the time of the loss but no greater than 50,000.

Excess

After arriving at a claim settlement, **we** will deduct the applicable **excess**, as shown in **your policy**, before paying **your** claim.

If **your** claim relates to an incident of loss or damage that falls for consideration under more than one section of this insurance and **you** have chosen different sectional **excesses**, it is the highest applicable **excess** that will be deducted from the total settlement.

If a claim is more than EUR 25'000 **we** will not take off any **excess** unless **you** have chosen to take a higher **excess** in exchange for a discounted premium or **we** have imposed a higher **excess**.