

*Premier Thrifti
House Policy*



Premier Thrifti House Policy

Welcome

We welcome **you** as a valued customer of TOWER Insurance. **You** have entrusted **us** with the insurance **of your house**. **We** value that trust.

This policy consists of this wording, the proposal and declaration and the **certificate of insurance** completed on the basis of the information that **you** have provided to **us**.

Please read this wording and the **certificate of insurance**. If there is an error of any sort, if **your** needs are not met or if **you** are in doubt then please contact **us**. **We** are happy to help at all times.

The extra cover provided under the Special Benefits and Optional Special Benefits is also subject to the general conditions, exclusions, obligations and limits of this policy.

In this policy some words are in bold, eg. **you**. This means that the words have a special meaning. To find out the meaning please refer to the Section – Meanings of Words.

Our guarantee

If **you** are not happy with **your** policy, please tell **us** within 30 days of its commencement date. **We** may agree to change the policy to suit **you**. If not, and **you** wish to cancel the policy, **you** can as long as **you** have not made any claims. **We** will then refund any premium **you** have paid and **we** will both regard this policy as never commencing.

What you must tell us

We would like to point out some of the important obligations you have

It is essential all statements made are correct. **We** must receive all relevant information. This means that **you** must tell **us** everything **you** know, or could reasonably be expected to know, that may influence **our** decision to insure **you**. If any circumstances change or may change during the time **we** provide **your** insurance then **you** must tell **us**.

Examples of a change in circumstances or any other information may include:

- if the use or occupation of the **house** or land at the **situation** changes to include any business use;
- if any structural alteration or addition is made to **your house**;
- if **you** commit, are charged with, or convicted of, any criminal offence other than traffic offences.

These examples are a guide only. If **you** are in any doubt **you** should disclose information, whether or not **we** have asked questions that relate to it. If **we** are not told **we** have the option to decline any claim, or avoid this policy from the date of the change.

Premier Thrifti House Policy (*continued*)

Some of your other important obligations are

You must:

- not make a claim that is false or fraudulent in any way;
- inform the Police if it appears that there has been arson or malicious damage;
- allow **us** to complete all necessary documents and authorities in respect of any claims under this policy as **your** authorised agent;
- allow **us** to take over for **our** own benefit and settle any legal right of recovery **you** may have and **you** must co-operate fully on any recovery action;
- take all steps which **we** consider reasonable to prevent further loss or damage and see that any rebuilding or repairing is carried out promptly;
- comply with all **our** requests relating to **your** claim including providing all co-operation, information and assistance;
- allow **us** to inspect the loss or damage and deal with any salvage in a reasonable manner. No property may be abandoned to **us**;
- not start rebuilding or repairs to **your house** without **our** prior approval;
- establish that **you** have complied with all **your** obligations under this policy and that none of the exclusions apply;

otherwise **we** can decline **your** claim and/or recover any payment already made.

What your house is covered for

Sudden and unforeseen accidental physical loss or damage to **your house** at the **situation** caused by:

- fire, lightning, explosion, thunderbolt;
- impact by vehicles, animals;
- aircraft, aerial devices;
- water discharged, overflowing or leaking from any water or cooling system;
- strike, riot, civil commotion;
- malicious acts;
- earthquake, volcanic eruption, geothermal or hydrothermal activity or tsunami.

unless the loss or damage is not covered by this policy.

In no case will **we** pay more than the sum insured shown in the **certificate of insurance**.

What special benefits you are covered for

No claims bonus

If **you** have been claims free with **us** for 12 months **you** will receive a No Claims Bonus. If after a further 1 year **you** have been claims free **you** will qualify for an extra No Claims Bonus.

Should **you** make a claim, the No Claims Bonus will be reduced at the renewal following the claim. However **we** will increase it at the next renewal if no further claims are made.

Premier Thrifti House Policy (*continued*)

What optional special benefit you are covered for

(If Selected)

Gale, windstorm, hurricane, cyclone

If **you** have selected this benefit **we** will pay for physical loss or damage caused by gale, windstorm, hurricane or cyclone to **your house**.

We will not cover you for loss or damage caused:

- by water or rain, unless loss or damage is caused by water or rain entering **your house** through openings in the walls or roof caused by gale, windstorm, hurricane, cyclone;
- by sea surge, tidal wave, high water, flood, erosion, subsidence, landslide;
- to solar heating equipment, water tanks, gates, fences, walls, underground services, awnings, blinds, signs, power or telephone poles and equipment, aerials, masts, satellite receiving dish, decorative masi or arches, thatching or any other outdoor fixtures or fittings;
- to **your house** unless it is entirely enclosed with all outside doors, windows and roofs permanently in place;
- to outdoor furniture, roofing shingles, wharves and/or pontoons;
- to **your house** during construction, reconstruction or repair unless **your house** is entirely enclosed with all outside doors, windows and roofs permanently in place;
- to exterior metallic fittings or claddings including but not restricted to roofing iron, guttering, joinery, water tanks and the like resulting from rusting, oxidation or gradual deterioration.

We will not cover you for loss or damage:

- unless all fixed glass on the ground and first floor levels including external windows, fixed glass panels, skylights or glass doors are protected by cyclone shutters constructed and affixed in accordance with the minimum standards laid down by **us**. The shutters are to be put in place immediately following an official cyclone warning and are to remain in place during the time the official cyclone warning remains in force;
- occurring within seven days of taking out this policy.

Reinstatement of Optional Special Benefit - Gale, Windstorm, Hurricane, Cyclone

The sum insured will be reduced by the amount of any claim **we** accept but **you** may reinstate with **our** consent and by payment of a further premium.

Liability protection

We will cover **you** for up to Vt75,000,000 for **your** legal liability as owner of **your house** for claims made on **you** as a result of accidents at the **house** which cause loss or damage to property or **bodily injury**.

We will only pay for claims relating to accidents which happen during the period of insurance.

If **you** have Liability Protection with us under any other policy then our maximum combined liability under all policies is Vt75,000,000.

Premier Thrifti House Policy (*continued*)

What you are not covered for

The **excess**;

or

- An **excess** of Vt40,000 for loss or damage caused by earthquake, volcanic eruption, geothermal or hydrothermal activity, tsunami;
- if **you** have selected the Optional Special Benefit - Gale, windstorm, hurricane, cyclone, an **excess** of Vt20,000 or ten percent (10%) of the amount of the final adjusted loss whichever is greater but not exceeding five percent (5%) of the sum insured for any loss or damage caused by gale, windstorm, hurricane, cyclone.

Any loss or damage occasioned by or through or in consequence directly or indirectly of any of the following occurrences, namely: -

- war, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, insurrection, rebellion, revolution, military or usurped power, or any act of any person or persons acting on behalf of or in connection with any organisation the objects of which are to include the overthrowing or influencing of any de jure or defacto government by terrorism or by any violent means;
- any unreasonable, criminal, reckless or wilful omission or any disregard for, or failure to comply with any provision in or notice or order under any Act of Parliament by **you**;
- wear, tear, depreciation;
- mildew, mould, rot, corrosion, rust, gradual deterioration, contamination;
- overflow of the sea;
- gale, windstorm, hurricane, cyclone, unless **you** have selected the Optional Special Benefit – Gale, Windstorm, Hurricane, Cyclone;
- mechanical electrical or electronic breakdown unless burning out occurs. However the resulting loss or damage other than the mechanical or electrical breakdown is covered;
- neglect or lack of maintenance, inherent fault or defective workmanship, materials or design;
- lifting or shifting **your house** or structural alterations or repairs including the removal or alteration of the roof;
- theft, malicious acts or deliberate damage by persons living with **you** or lawfully in **your house**;
- war, invasion, act of foreign enemy, hostilities or war-like operations (whether war be declared or not), civil war;
- mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, or any act of any person or persons acting on behalf of or in connection with any organisation the objects of which are to include the overthrowing or influencing of any de jure or de facto government by terrorism or by any violent means.
- nuclear weapons material or ionising radiation or contamination by radioactivity from any nuclear waste or from the combustion of nuclear fuel; for the purpose of this exclusion combustion includes any self-sustaining process of nuclear fission or fusion;
- subsidence, landslip, erosion, any action of the sea;
- confiscation, nationalisation or requisition by the order of Government or Local Authority but **we** will pay for damage as a result of such order if such damage is to prevent loss or other damage covered by this policy;
- settling, cracking, movement of land;
- any activity for financial return (other than domestic rent) whether for profit or not.

Premier Thrifti House Policy (*continued*)

How to make a claim

It is important **you** tell us immediately **you** become aware of any circumstances which may result in a claim.

You will be asked to complete a claim form. **We** must receive **your** completed claim form within 30 days. In order to avoid delays with **your** claim **you** should also provide **us** with full details of **your** loss for which **you** wish to claim.

How we will look after your claim

Once we receive advice of your claim we:

- will acknowledge that **we** have received **your** claim form and ask **you** for any further information or assistance **we** may require to enable **us** to consider **your** claim;
- may appoint an assessor or loss adjuster to look after **your** claim.

How we will settle your claim

We will arrange for the repair, replacement or payment for the loss, once **your** claim has been accepted.

We will pay either:

- replacement value
or
- indemnity value

as shown in the **certificate of insurance**.

In all cases:

- if **you** pay **your** premium by instalments and **your house** is a total loss **you** must pay the rest of the annual premium before **we** settle **your** claim;
- **we** will pay architects', engineers', and surveyors' fees in respect of the rebuilding or repairs where authorised by **us**;
- **we** will pay the cost of demolition and removal of debris including the contents;
- **we** may make payment to an interested party (mortgagee etc.) if **you** have one. Their receipt will discharge **us** completely;
- **we** have the option to make payment, rebuild, replace or repair **your house**;
- **we** will use materials and construction methods commonly used at the time of loss or damage;
- if as the result of changes in government or local body by-laws **you** are not able to rebuild or repair the damaged part of **your house** to the same specifications as before the damage occurred, **we** will pay any additional costs incurred to rebuild the damaged part;
- **we** will not pay the cost of rebuilding, replacing or repairing any part of **your house** which, at the time it was built, was otherwise than in accordance with a building permit issued by the relevant authority;
- **we** will not pay more than the sum insured stated in the **certificate of insurance**.

We are not bound to:

- repair or reinstate **your house** exactly to its previous condition;
- pay the cost of replacement or repair beyond what is reasonable, practical or comparable with the original;
- pay for wall, floor or window coverings not located in the room or rooms where the loss or damage occurred;
- pay more than the **indemnity value** if **you** have **replacement value** until the cost of replacement is actually incurred. If **you** choose not to rebuild or repair **your house** **we** will only pay the **indemnity value**.

Premier Thrifti House Policy (*continued*)

Cancelling this policy

You may cancel this policy at any time by writing to **us**. **We** will refund 80% of **your** unused premium.

We may cancel this policy at any time by writing to **your** postal address on **our** policy records. This letter will contain at least 14 days notice. **We** will refund **your** unused premium.

If **you** make a claim which is false or fraudulent in any way **we** may avoid **your** policy or cancel it effective immediately.

Your policy is automatically cancelled if **your house** is a total loss and no refund of premium is given however **you** may apply to **us** to insure **your** new house.

Making changes to this policy

You can have this policy altered at any time as long as **we** agree in writing to such alteration before it takes effect. **We** can, in exceptional circumstances, alter the terms of this policy by writing to **your** postal address on **our** policy records and the change will take effect 14 days after the date of that letter from **us**.

Leaving your house unoccupied

Unless **you** have told us that **your house** is a holiday home, **you** must have **our** prior written confirmation if **your house** is going to be unoccupied for more than 60 consecutive days, otherwise cover under this policy is automatically suspended. Cover resumes as soon as **your house** is occupied again.

If **you** have told **us** that **your house** is going to be unoccupied **we** may, if **we** choose, change the terms of this policy. Any change will be notified to **you** in writing and will take effect 14 days after the date of the letter from **us**.

Underinsurance

If at the time of any claim it is found that **you** have understated the value of **your house** by more than 20% (twenty percent) then **you** will be considered to be **your** own insurer for the difference and **we** shall only pay **our** rateable proportion of the loss. This will not apply if the amount of the loss does not exceed 5% (five percent) of the sum insured.

Other insurance

We will only pay over and above the cover provided by any other policy.

Automatic reinstatement

In the case of partial loss or damage to **your house** **we** will pay the premium to reinstate **your** insurance after **we** meet any claim. This does not apply to the Optional Special Benefit - Gale, Windstorm, Hurricane, Cyclone.

Jurisdiction

The laws of Vanuatu excluding French law apply to this policy. The Vanuatu Courts have exclusive jurisdiction in relation to legal proceedings about this policy.

Any judgement for costs or damages awarded by any Court outside Vanuatu or any judgement or order obtained in Vanuatu for the enforcement of a judgement obtained outside Vanuatu are not covered.

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Currency and taxes

All sums insured and policy limits are expressed in Vanuatu currency and include Value Added Tax (VAT) and all other tax. All claims will be paid in Vanuatu currency.

Meanings of words

Term	Definition
Bodily injury	means bodily injury (including death), illness, disability, disease, shock, fright, mental anguish or mental injury.
Certificate of insurance	means the certificate of insurance first issued to you or the current renewal certificate whichever applies and any endorsement certificates that have been added during the period of insurance.
Excess	means the amount of any claim which you must bear. The amounts are shown in the certificate of insurance and this wording.
House	means the domestic building(s) shown in the certificate of insurance you own at the situation including its fixtures, fittings (other than floor coverings not permanently fixed or glued in place, drapes and blinds), walls (other than retaining walls), gates, fences, underground and overhead services extending to the public mains, permanent swimming pools and spa pools and any other domestic structure on the same site (other than metal driveways or paths).
Indemnity value	means the cost at the time of loss or damage of rebuilding, replacing or repairing your house to a condition no better than new, less an appropriate allowance for depreciation and deferred maintenance, up to the sum insured stated in the certificate of insurance .
Replacement value	means the costs actually incurred to rebuild, replace or repair your house to the same condition and extent as when new, up to the sum insured stated in the certificate of insurance .
Situation	means the situation shown in the certificate of insurance .
We, us or our	means Tower Insurance (Vanuatu) Limited.
VAT	means value added tax at the applicable rate as imposed under the Value Added Tax Act CAP [247].
You or your	means the person(s) named in the certificate of insurance as the insured, your spouse and your children normally residing at the situation . You and your does not include a de facto partner, or family members such as parents and grandparents or brothers or sisters unless they are named in the certificate of insurance . Where you jointly own the house this policy insures you jointly.