Multi-risk Home Insurance

Insurance Product Information Document

Company: Mudum-Companhia de Seguros, S.A.
Insurance Company authorised by the Insurance and Pension Funds Supervision Authority under no. 1134
Product: Home Insurance

This document summarises the main coverage and exclusions of the product. The complete pre-contractual and contractual information on the product is provided in other documents.

What kind of insurance?

The Multi-risk Home Insurance seeks to cover the damages caused to property exclusively used for housing purposes, whether it is damage caused to the Building and/or its Household Effects, arising from the risk of fire and various other risks.

What risks are insured?

Guarantees based on the Formula (set of pre-defined types of coverage) subscribed and the Insured Asset (Building and/or Household Effects):

Formula S
- ✓ Fire, Lightning and Explosion
- ✓ Damage caused by nature (storms, floods, landslides)
- ✓ Crash/Impact by Land Vehicles, Animals or Falling Aircraft
- ✓ Demolition and Removal of Debris
- ✓ Water Damage
- ✓ Breakage of Glass, Mirrors and Ornamental Stones and Sanitary ware; Breakage or Collapse of Antennas and Breakage or Collapse of Solar and Photovoltaic Panels
- ✓ Strikes, Riots and Changes in Law and Order
- ✓ Acts of Terrorism, Vandalism, Malicious events and/or Sabotage
- ✓ Theft and Robbery
- ✓ Civil Liability for Damages Caused by Insured Assets
- ✓ Temporary Deprivation of Use and Temporary Change
- ✓ Home Assistance
- ✓ Cyber Risks

Formula M
In addition to the coverage included in Formula S, it also includes:
- ✓ Electrical Risks
- ✓ Family Liability Protection
- ✓ Aesthetic Damage
- ✓ Accidental spillage from heating installations and fire protection systems
- ✓ Deterioration of refrigerated goods

Formula L
In addition to the coverage included in Formula M, it also includes:
- ✓ Personal Accidents
- ✓ Retrofitting
- ✓ Replacement with more efficient elements
- ✓ Home green

Construction Formula
- ✓ Fire, Lightning and Explosion
- ✓ Damage caused by Nature (Storms, Floods)
- ✓ Crash/Impact by Land Vehicles, Animals or Falling Aircraft
- ✓ Strikes, Riots and Changes in Law and Order
- ✓ Demolition and Removal of Debris

What risks aren't insured?

Damage caused by:
- ✗ War, invasion, act of foreign enemy, hostility or warfare, civil war, insurrection, rebellion, revolution, explosive or incendiary devices;
- ✗ Military withdrawal or act of legitimate or usurped power;
- ✗ Confiscation, requisition, destruction or damage to the insured assets by order of the Government or Established Authority;
- ✗ Pollution or contamination;
- ✗ Intentional acts or omissions;
- ✗ Decrease in the value of a collection because it is missing some of its units;
- ✗ Theft, robbery or loss of insured items during or following any other claim covered by the contract, except for the accidental breakage of glass, mirrors and ornamental stones;
- ✗ Loss, destruction or misuse of credit or debit cards, cheques, cash and documents.

Damage suffered by:
- ✗ Animals or plants of the Insured Person;
- ✗ Land, water or air vehicles for which specific insurance may be undertaken;
- ✗ Land or gardens where the secure property is integrated;
- ✗ Property of guests residing in the secure location.

Damage caused in:
- ✗ Fragile construction (e.g. Wood, plastic plates); construction not predominantly consisting of at least 50% of building materials considered resistant;
- ✗ Degraded buildings;
- ✗ Objects existing in this type of building or construction;
- ✗ Establishments of a commercial or industrial nature and any objects in the interior of the same buildings, construction or establishments.

The following are also excluded:
- ✗ Repair, improvement or reconstruction of buildings;
- ✗ Indirect losses such as the loss of earnings or income;

What risks are insured? *(continued)*

Optional coverage (Formulas S, M and L)

- ✓ Earthquakes
- ✓ Tenant Protection
- ✓ Landlord protection

Optional Modules (Formulas S, M and L)

- ✓ Pets
- ✓ Electronic Equipment
- ✓ Family Protection (Ascendants/Descendants)

The Building capital is limited to its reconstruction value. The remaining insured amount varies according to the coverage and the contract, contained in the rest of the pre-contractual information or the proposal.

What risks are not insured? *(continued)*

- ✘ All risks not covered by the contracted coverage;
- ✘ All risks covered by any exclusion applicable to any of the contracted coverage.

Are there any restrictions on coverage?

Main restrictions

- ! Where omissions or inaccuracies occur in the risk statement;
- ! Damage to the household effects is limited to the contract values. The limit for damage to the Building corresponds to its Reconstruction Cost;
- ! White goods, brown goods and computer equipment are subject to depreciation according to the year of purchase and the contract formula;
- ! In the event of a claim, coverage may be subject to a deductible identified in the Specific Terms and Conditions;
- ! Any damage to outdoor objects is excluded;
- ! Robbery of Jewellery, precious objects and valuables in annexes or storerooms outside the main residence is excluded;
- ! Subscription to the Pets Optional Module for animals aged 7 years or more is excluded. Furthermore, for animals older than 3 years and less than 7 years, there is a limit of continuance in the policy up to 10 years;
- ! The Pets Optional Module coverage takes effect after the expiry of the 90-day grace period for each insured animal, effective from the date of inclusion of the same;
- ! Electronic Equipment Optional Module coverage is only valid for Electronic Equipment up to 3 years (except for a Laptop and Notebook up to 5 years in the event of a breakdown);
- ! The Electronic Equipment Optional Module coverage takes effect after the expiry of the 30-day grace period for each piece of insured equipment, effective from the date of inclusion of the same;
- ! The Tenant Protection coverage has a grace period of 60 days.
- ! Tenant Protection coverage may only be taken out if the Insured Party, at the time of subscription, has been regularly performing at least 16 hours per week of professional activity over the last 12 (twelve) months, and is unaware of a possible unemployment situation.

Where am I covered?

- ✓ Only damages occurring in mainland Portugal and Autonomous Regions are covered.

What are the my obligations?

- Declare, prior to signing the contract, all known circumstances deemed reasonably significant for the Insurance Company's risk assessment;
- Communicate to the Insurance Company all circumstances which aggravate the risk of the contract within 14 days of becoming aware of the fact;
- In the event of a covered claim, report this to the Insurance Company as soon as possible, never more than 8 days from the day of occurrence or the day on which you become aware of it and take the measures within your power to avoid or limit the consequences of the claim.

When and how should I pay?

Unless agreed otherwise, the initial premium or its first instalment shall be due on the date of signing the contract. The payment of the premium is annual, and may be half-yearly, quarterly or monthly, according to the applicable instalment charges. The method of payment is by account debit.

When does the coverage start and end?

The risk coverage depends on the prior payment of the premium, starting on the date and time indicated in the policy.

The contract shall have a duration of one year renewable for equal periods.

How can I terminate the contract?

In contracts concluded for one year or longer, you can terminate the contract by communicating this intention, in writing, to the Insurance Company, 30 days before the date of renewal of the contract.

The contract can be terminated by the parties at any time, with just cause.

In distance contracts, the policyholder who is a natural person can freely terminate the contract within 14 days from the date of signing the contract or the date of receipt of the policy.

This document is available in Portuguese, English and in French. In the event of any inconsistencies, the Portuguese-language version shall apply.