

DEFINITIONS

For the purpose of this Policy, the definitions of the terms used are listed below:

- (a) **Accidental Loss of and Damage**
Physical loss or damage caused by an inevitable, unusual, unforeseen and unexpected event, which independent of any other cause is the sole and direct cause of the loss and damage. Intentional loss or damage is excluded.
- (b) **Deductible**
The amount that shall always be deducted from each separate indemnity which the Company must eventually pay out.
- (c) **Home**
The private dwelling house, apartment or flat solely for domestic use, being constructed of bricks, stone and concrete, roofed with concrete, located in Macau and named in the Policy Schedule.
- (d) **Household Contents**
Furniture, household goods, Personal Money, Personal Documents, Personal Effects and Household Improvements which are the property of the Insured or Insured's Family or for which the Insured or Insured's Family are legally responsible for and are kept in the Home, but excluding Valuables.
- (e) **Household Improvement**
Improvements and betterment on walls, ceilings, floors, doors, windows and other fixtures which are the property of the Insured or Insured's Family and are kept in the Home.
- (f) **Insured**
The person who has insurable interest in the property covered by this Policy, and who is the owner of this Policy (i.e. Policyholder) unless stated otherwise in the Policy Schedule.
- (g) **Insured's Family**
Group of people who live in the Home on a permanent basis with the Insured, namely
 - (i) spouse or person with whom the Insured lives in "a de facto" Marriage, children, parents and siblings;
 - (ii) persons adopted by the Insured or Insured's Family;
 - (iii) relatives of the Insured up to the second degree;
 - (iv) persons under the tutelage or guardianship of the Insured.
- (h) **Macau**
The Macau Special Administrative Region of the People's Republic of China.
- (i) **Personal Documents**
Identity cards, driving licences, china re-entry permit and passports, belonging to the Insured or Insured's Family.
- (j) **Personal Effects**
Articles of personal use that are designed to be either worn or carried, belonging to the Insured or Insured's Family, but excluding Valuables, Personal Money, Personal Documents, documents of value, credit cards, automatic teller machine cards, stored value devices or any items which are held or used in connection with any profession, business, trade or employment.
- (k) **Personal Money**
Cash, promissory notes, bank or currency note, coins, cheques, bills of exchange, stored value cards, premium bonds, traveller cheques, travel tickets, postal or money orders, postage stamps, national savings stamps or certificates, record or book or similar tokens, luncheon vouchers, gift coupons and cash coupons, belonging to the Insured or Insured's Family. Money is limited to the face value thereof and no amount shall be added for any commemorative, sentimental, antique or rarity value.
- (l) **Table of Benefits**
The table showing the sums insured and Deductibles for each benefit, which is an integral part of the Policy Schedule.
- (m) **Valuables**
Articles of gold, platinum, silver, jade, diamond, jewellery or any other precious metals or stones, watches, furs, paintings, pictures and other works of art, antique, chinaware, curios, stamps and coins, medals, manuscripts, and musical instruments (excluding pianos).

SECTION 1 – HOUSEHOLD CONTENTS AND VALUABLES

All benefits payable to the Insured pursuant this Section are subject to the maximum limits, sub-limits and sum insured as stated in the Table of Benefits and the terms, conditions, exclusions and Deductibles of this Policy.

BASIC COVERAGE

The Company will insure the Insured and Insured's Family against Accidental Loss of and Damage to the Household Contents and Valuables occurred inside the Home, up to the maximum sum insured for any one claim and any one period of insurance.

BASIS OF CLAIMS SETTLEMENT

1. Settlement of claims may be made by payment or at the Company's option by replacement or reinstatement or repair.
2. The replacement of the property if stolen or beyond repair shall be by a new article of the same kind which is of similar but not better quality.
3. The reinstatement or repair of the property does not have to be to such extent as it exactly was before the Accidental Loss of and Damage but the Company will ensure that it is reasonable comparable with the original conditions as long as it is practicable to do so.
4. The Company will pay for the full replacement or full repair cost of property accidentally lost or damaged if the same are not more than five (5) years old; otherwise, the Company will carry out repair to such property or pay indemnity for the market value of the same at the time of the loss.
5. In case the Insured fail to furnish the Company with documentary proof or choose not to replace the claimed item after any Accidental Loss of and Damage, depreciation will thus be applied and the rate of depreciation shall be determined at the Company's discretion. If the claim is not substantiated by documentary proof such as receipt, the item limit payable in respect of Household Contents shall be one third of the item limit stated in the Table of Benefits.

ADDITIONAL COVER

1. **Alternative Accommodation**
In the event of the Home being rendered uninhabitable due to Accidental Loss of and Damage to the Household Contents, the Company will pay the actual cost for the necessary and reasonable expenses for alternative accommodation actually incurred by the Insured or Insured's Family during the period necessary for the reinstatement of the Home. The Company's liability under this additional cover shall not exceed the maximum sum insured specified in the Table of Benefits in respect of any single loss occurrence.
2. **Removal of Debris**
The Company will pay up to the maximum sum insured the reasonable costs and expenses necessarily incurred by the Insured in
 - (a) removing debris;
 - (b) dismantling and/or demolishing; and
 - (c) shoring up or propping
of any portion or portions of the Household Contents which have been accidentally damaged or destroyed.
3. **Household Removal**
The Company will pay up to the maximum sum insured for Accidental Loss of and Damage to the Household Contents and Valuables while they are being removed by professional removers between the Home and any new permanent residence within Macau, but the Company will not cover:
 - (a) goods of a perishable nature;
 - (b) goods where the removal period was longer than 2 (two) days from the first day of such household removal;
 - (c) Personal Money and/or credit cards;
 - (d) china, glass, earthenware and other items of a fragile nature unless they have been packed for removal by professional packers/removers.
4. **Temporary Removal for Cleaning and Other**
The Company will pay up to the maximum sum insured for Accidental Loss of and Damage to the Household Contents while temporarily removed from the Home for the purpose of professional cleaning, repair or renovation or maintenance within Macau up to 14 (fourteen) days from the first day of such temporary removal, provided that such loss or damage shall not be covered under any other policy. The Company shall not be liable for loss of or damage to property removed for exhibition or sale.
5. **Moving Home**
In the event of the Insured and Insured's Family moving Home, the Company will pay up to the maximum sum insured for Accidental Loss of and Damage to the Household Contents and Valuables at the new Home for a period of 60 (sixty) days from the beginning of the lease (in case the Insured lease the property) or from the first time of occupation of the new Home (in case the Insured owns the property).

6. Storage of Household Contents

The Company will pay up to the maximum sum insured for the Accidental Loss of and Damage to the Household Contents while temporarily stored, up to a maximum of 30 days, in premises arranged by professional removers in conjunction with household removals;

(a) the actual cost of temporary storage, up to a maximum of 30 (thirty) days, of Household Contents if the Home is made uninhabitable due to Accidental Loss of and Damage to the Home or its Household Contents.

7. Interior Decoration or Refurbishment Work

The Company will pay for the Accidental Loss of and Damage to the Household Contents during a period of decoration or refurbishment by contractors, subject to the maximum contract value and maximum contract period as stated in the Table of Benefits.

8. Replacement of Locks or Keys or Windows

The Company will pay up to the maximum sum insured for the necessary and reasonable expenses incurred by the Insured for the replacement and installation of windows and locks and/or keys securing the main entrances of the Home following Accidental Loss of and Damage to the items due to burglary or attempted theft.

9. Frozen Food

The Company will pay up to the maximum sum insured for the cost of replacement of frozen food which is spoiled due to a change in temperature of the refrigerator or the deep freeze unit situated at the Home, provided that the Company shall not be liable for

- (a) loss or damage resulting from the deliberate act of any person; or
- (b) loss or damage caused by the failure of the refrigerator or the deep freeze unit which are more than 5 (five) years old.

10. Domestic Helper's Personal Effects

The Company will pay up to the maximum sum insured for the Accidental Loss of and Damage to the property of domestic helpers legally employed by the Insured or Insured's Family and which such property is situated in the Home.

11. Personal Effects and Valuables

(Worldwide coverage)

The Company will pay up to the maximum sum insured for Accidental Loss of and Damage to Personal Effects and Valuables of the Insured or Insured's Family occurring anywhere in the world.

12. Personal Effects Newly Purchased in Transit

(Worldwide coverage)

The Company will also pay up to the maximum sum insured for Accidental Loss of and Damage to Personal Effects newly purchased in Macau or anywhere in the world, and being in transit to the Home. However, the Company shall not be liable for items which are:

- (a) of a perishable nature;
- (b) china, glass, earthenware and other items of fragile nature;
- (c) in transit other than under waybill or bill of lading, parcel, post receipt courier or other evidence of sending.

13. Personal Money

(Worldwide coverage)

The Company will pay up to the maximum sum insured for the burglary or robbery, or even by theft but in this case having forcible violent and visible marks, of Personal Money occurring in Macau or anywhere in the world. For the avoidance of doubt, the Company does not cover loss of Personal Money caused by shortages due to error or omission or depreciation in value or the use of counterfeit money. In any circumstances, burglary or robbery or theft must be reported to police within 24 hours of discovery and a police report must be provided to the Company.

14. Personal Documents

(Worldwide coverage)

The Company will pay up to the maximum sum insured for the replacement fees or costs of Personal Documents following Accidental Loss of and Damage occurring in Macau or anywhere in the world.

15. Accidental Death Benefit

This Policy covers bodily injury suffered by the Insured or Insured's Family whilst in the Home caused by violent external and visible means and sustained as a result of Fire, Lightning or Explosion (as defined below) or caused by robbery where such bodily injury shall within 3 (three) calendar months result in death of the Insured or Insured's Family. The individual compensation payable in respect of each deceased is stated in the Table of Benefits. Where compensation is payable in respect of several deaths arising from the same event, the total benefits payable for such event shall not exceed the maximum sum insured payable for this benefit, and in such case the benefit payable for each deceased shall be in proportional shares. In any circumstances, the total benefits payable during the period of

insurance shall not exceed the maximum sum insured payable for this benefit.

For the purposes of this Benefit:

- (a) **"Fire"** means accidental combustion developing into flames and not confined to a usual source of Fire although it may originate there, and which spreads under its own means;
- (b) **"Lightning"** means atmospheric discharge between cloud and ground consisting of one or more electrical impulses producing a characteristic light (ray) and which causes permanent mechanical deformation to the Home;
- (c) **"Explosion"** means sudden, violent action caused by pressure or depression of gas or steam.

16. Burial and Funeral Expenses

If and only if the Accidental Death Benefit is payable under the terms of this Policy, the Company will also reimburse the burial and funeral expenses incurred. Where compensation is payable in respect of more than one death arising from the same event, the individual reimbursement payable in respect of each deceased shall be in proportional shares, up to the maximum sum insured payable for this benefit.

EXCLUSIONS APPLICABLE TO SECTION 1 "HOUSEHOLD CONTENTS AND VALUABLES"

1. The Company shall not be liable for:
 - (a) Theft/Burglary
 - (i) if the Home is unoccupied for more than 60 (sixty) consecutive days; or
 - (ii) if the Home or any part of the Home is lent or let.
 - (b) Malicious damage or vandalism
 - (i) if the Home is unoccupied for more than 60 (sixty) consecutive days; or
 - (ii) by a person lawfully in the Home.
 - (c) Water damage if the Home is unoccupied for more than 60 (sixty) consecutive days.
 - (d) Detention, seizure or confiscation by customs or other officials.
2. The Company shall not be liable for loss or damage caused by or contributed to by:
 - (a) wear, tear, chipping, scratching, marring, denting or depreciation;
 - (b) moths, woodworm, beetle or other insects and vermin;
 - (c) mildew, mold, moss, fungus, spores, bacterial infestation or any similar organism, moisture, rot, damp, rust, corrosion or any other atmospheric or climatic condition;
 - (d) any other gradually operating cause;
 - (e) electrical or mechanical breakdown, failure or derangement;
 - (f) misuse or use contrary to manufacturers instructions, inherent defect or faulty design materials, plan or specifications;
 - (g) scratching of glass faces on watches or clocks;
 - (h) overwinding of watches or clocks;
 - (i) any process of cleaning, dyeing, alteration, repairing, maintaining, renovation or restoring;
 - (j) domestic animals;
 - (k) defective workmanship;
 - (l) landslip and subsidence;
 - (m) deception or conspiracy;
 - (n) theft or attempted theft not accompanied with forcible or violent entry to or exit from the Home leaving visible marks.
3. The Company shall not be liable for loss or damage to:
 - (a) motor vehicles, watercraft trailers and their accessories;
 - (b) plants, landscaping, living creatures and the like;
 - (c) credit cards, securities, deeds, certificates and documents of any kind;
 - (d) spectacles and lenses including contact or corneal lenses;
 - (e) Building, drains and pipes.

For the purposes of this Policy, Building means the house, apartment or flat located at the Home's address, including swimming pools, annexes, garages, stores and other adjoining facilities, walls, doors, gates and fences around, patios, terraces, hedges, paths, drives, posts and masts pertaining thereto.

 - (f) external television and radio antennae, aerials, aerial fittings and the like;
 - (g) property placed on verandas, balconies, patios, terraces, forecourts, roofs top or in open areas;
 - (h) the value of any kinds of information;
 - (i) mobile or portable telecommunications equipment, mobile telephones, smart phones, pagers and the like;
 - (j) portable computers, portable audio/video players, portable data equipment, electronic diaries or personal data assistants while away from the Home;

- (k) sports equipment while in use;
 - (l) business equipment;
 - (m) landlords fixtures and fittings unless the Insured or Insured's Family are responsible for under the tenancy agreement;
 - (n) any recorded, produced or generated contents or materials inside a film, tape, cassette, cartridge, disc or diskette other than their value as unused material, unless purchased pre-recorded where the Company will pay up to the market's latest price list;
 - (o) property more specifically insured by any other insurance policy;
4. In respect to "Personal Money", "Personal Documents", "Personal Effects and Valuables" and "Personal Effects Newly Purchased in Transit", the Company shall not be liable for Theft/Burglary:
- (a) from any unattended private motor vehicle unless all windows were securely closed and all doors and the boot were locked; or
 - (b) from any open or convertible car or a car with the sun roof opened unless the items were kept in a locked boot; or
 - (c) of any pedal cycle whilst situated away from the Home and not securely locked at the time of loss.

SECTION 2 – PERSONAL LIABILITY

The Company will indemnify the Insured, the Insured's Family and any domestic helper employed by the Insured or Insured's Family up to the maximum sum insured against legal liability, arising from the Home, for:

- (a) accidental death or accidental bodily injury to any third person other than the Insured, Insured's family and any domestic helper employed by the Insured or Insured's Family;
- (b) Accidental Loss of or Damage to property, excluding property belonging to or under the custody or control of the Insured, Insured's family or any domestic helper employed by the Insured or Insured's Family;
- (c) legal costs and expenses incurred with the Company's written consent in litigation relating to (a) or (b) above.

In the event that the Insured and/or the Insured's Family and/or the domestic helper are covered by the Company by more than one insurance policy covering "Public Liability", the maximum indemnity for any one claim during the period of insurance under this Section shall be limited and based on the policy which provides the greatest amount of benefit.

The Company's liability for all compensation payable in respect of or arising out of one occurrence or in respect of or arising out of all occurrences of a series consequent on or attributable to one source shall not exceed the amount specified in the Table of Benefits.

EXCLUSIONS APPLICABLE TO SECTION 2 "PERSONAL LIABILITY"

1. The Company does not cover any liability for:
 - (a) injury or death of the Insured, Insured's Family or any domestic helper employed by the Insured or Insured's Family;
 - (b) ownership or occupation as a tenant of any other building, premises or land not being the Home;
 - (c) liability that could be covered under mandatory employee's compensation insurance;
 - (d) fines, penalties, punitive or exemplary damages;
 - (e) any criminal proceedings;
 - (f) liability more specifically insured by any other insurance policies.
2. The Company does not cover any liability arising out of or in connection with:
 - (a) the ownership or use of livestock other than domestic dogs or cats legally allowed to be kept at the Home under the terms of the law and rules and regulations imposed by the management office of the building wherein the Home is situated;
 - (b) advice, design, specification given or provided in a professional, business, trade or employment capacity;
 - (c) infringement of plan, copyright, patent, trademark or registered design;
 - (d) any breach of duty owed in a professional, business, trade or employment capacity;
 - (e) any agreement to make payment by way of indemnity or otherwise unless liability would have existed in the absence of such agreement;
 - (f) asbestos or any actual or alleged asbestos related injury or damage involving the use, presence, existence, detection, removal, elimination or avoidance of asbestos or exposure or potential exposure to asbestos;
 - (g) any loss, cost or expense directly or indirectly arising out of, resulting as a consequence of, or related to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use of or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or in any sequence to a loss.
3. The Company does not cover any liability for:

- (a) bodily injury or loss of, damage to, or loss of use of property directly or indirectly caused by seepage, pollution or contamination; and
- (b) the cost of removing, nullifying or cleaning-up seeping, polluting or contaminations substances; except where seepage, pollution or contamination is caused by a sudden identifiable unintended and unexpected happening during the period of insurance of this Policy.

SECTION 3 – GOLFER (Optional)

The Company will cover the Insured and the Insured's spouse, both being an individual amateur golfer, against Accidental Loss of and Damage to the Golf Equipment while in use, occurring in Macau or anywhere in the world, up to the maximum sum insured for any one claim and any one period of insurance, subject to the terms, conditions, exclusions and Deductibles of this Policy.

For the purposes of this Policy,

"Golf Equipment" shall mean golf clubs, golf bags, non-motorised trolleys and other golf equipment (excluding golf balls unless lost with the clubs or bag) belonging to the Insured or Insured's spouse whilst practicing or playing golf at any recognized golf club, course or driving range, or whilst in the course of a direct journey to or from such club, course or driving range, for the purpose of playing or practicing golf, up to the sum insured stated in the Table of Benefits.

If the Insured or Insured's Family experiences hole-in-one shot whilst playing in a competition or friendly game at any recognized golf club occurring in Macau or anywhere in the world, the Company shall pay the amount stated in the Table of Benefits, subject to furnishing the Company of written proof and documentation of such event.

GENERAL EXCLUSIONS (Applicable to the whole Policy)

This Policy does not insure loss or destruction of or damage to any property or death or bodily injury or any consequential loss or any legal liability directly or indirectly caused by or contributed to by or arising from:

- (a) Any applicable Deductible stated in the Table of Benefits.
- (b) Any common areas of the Building where the Home is situated, including but not limited to elevators, swimming pools, annexes, garages, stores and other adjoining facilities, walls, doors, gates and fences around, patios, terraces, hedges, paths, drives, posts and masts pertaining thereto.
- (c) Any illegal structures attached to the Home and/or to the building where the Home is situated, and any other property located inside or attached to such structures.
- (d) War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war.
- (e) Permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority.
- (f) Mutiny, civil commotion assuming the proportion of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege.
- (g) Acts of terrorism
For the purpose of this Policy, "Act of Terrorism" shall mean an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.
It also excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism.
In any action, suit or other proceedings where the Company alleges that by reason of this exclusion, any loss, damage, cost or expense is not covered by this Policy, the burden of proving the contrary shall be upon the Insured. In the event any portion of this paragraph is found to be invalid or unenforceable, the remainder shall remain in full force and effect.
- (h) Nuclear energy or radioactivity of any kind including but not limited to any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

- ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
 - the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
 - any weapon or other device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- (i) Chemical or biological substances which are not used for peaceful means. For the purpose of this Policy,
- "Chemical Substance" shall mean any compound which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants or material property; and
 - "Biological Substance" shall mean any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesized toxins) which cause illness and/or death in humans, animals or plants.
- (j) Asbestos or any materials containing asbestos in whatever form or quantity.
- (k) Sonic bangs (i.e. pressure waves caused by aircraft and other aerial devices).
- (l) Mysterious disappearance or unexplained loss.
- (m) Any judgements which are not in the first instance delivered by or obtained from a court of competent jurisdiction within Macau.
- (n) Any wilful, malicious or deliberate act by the Insured or Insured's Family or any domestic helpers legally employed by the Insured or Insured's Family.
- (o) Contamination, pollution, soot, deposition, impairment with dust, chemical precipitation, adulteration, poisoning, impurity, epidemic and disease or due to any limitation or prevention of the use of objects because of hazards to health.
This exclusion does not apply if such loss or damage arises as a direct consequence of a physical damage of the type insured by this Policy which occurred on the Home.
If a peril not excluded from this Policy arises directly from pollution and/or contamination, any loss or damage arising directly from that peril shall be covered.
- (p) Loss of or damage to data or software, in particular any detrimental change in data, software or computer programs that is caused by a deletion, a corruption or a deformation of the original structure, and any business interruption losses resulting from such loss or damage. Notwithstanding this exclusion, loss of or damage to data or software which is the direct consequence of insured physical damage to the substance of property shall be covered;
- (q) Loss or damage resulting from an impairment in the function, availability, range of use or accessibility of data, software or computer programs, and any business interruption losses resulting from such loss or damage.

COMMENCEMENT AND TERMINATION OF POLICY

1. This Policy shall become effective at Macau time 00:00 on the Policy Effective Date specified in the Policy Schedule.
2. This Policy shall automatically be terminated on the earliest of the following:
 - (a) At Macau time 24:00 on the Policy Expiry Date specified in the Policy Schedule;
 - (b) The date this Policy is terminated by the Insured pursuant to the provisions of paragraph 3;
 - (c) The date this Policy is terminated by the Company pursuant to the provisions of paragraph 4;
 - (d) The date this Policy terminates in case of non-payment of Premiums.
3. The Insured may, at any time, terminate this Policy by giving seven (7)-day notice in writing to the Company.
 - (a) For monthly payment Policy
The Policy termination shall become effective on the next monthly premium due date after the Company received the notice.
 - (b) For annual payment Policy
The Policy termination shall become effective after the notice is received by the Company.
All premium paid will at all times be subject to the Premium Refund Rules upon the termination of this Policy except where the Insured is an individual person and this Policy is cancelled within fifteen (15) days of the receipt of the Policy, there will be a full refund.
Premium Refund Rules: Provided no claim has arisen or been made during the period of insurance already covered by the annual premium concerned, the Insured shall be entitled to a partial refund equal to 50% of the pro-rata premium correspondent to the period not yet elapsed,

subject to the condition that no refund shall be paid (i) if the covered period exceed eight (8) months, or (ii) the refund amount is equal or less than MOP/HKD 100.00.

4. The Company may, at any time, terminate this Policy by notifying the Insured by any means involving a written record, at least thirty (30) days prior to the date on which the cancellation is to take effect. This Policy shall remain in force during the notice period. The Insured will then be refunded the entire Premium corresponding to the insurance period which has not yet lapsed.
5. Any cancellation of this Policy shall be effective at Macau time 24:00 of the day in which it occurs. Payment or tender of any unearned premium by the Company shall not be a condition precedent to the effectiveness of cancellation, but such payment shall be made as soon as practicable.
6. The Company will not be liable for any claim made under this Policy on or after the effective time of termination of this Policy. However, termination of this Policy or any insurance coverage hereunder shall be without prejudice to any claim which occurs prior to the effective time of termination.
7. The payment by the Insured or acceptance by the Company of any premium subsequent to the termination of this Policy shall not create any liability on the Company, and the Company shall refund any such premiums paid or accepted without any interest.

PAYMENT OF PREMIUMS

1. The Insured is responsible for the payment of Premiums while this Policy is in force.
2. The payment of Premiums shall be performed by any means acceptable to the Company, including crossed cheque payable to the Company and autopay transfer, charged to a designated bank or credit card account accepted by the Company and the respective financial institutions.
3. The Company provides a grace period of thirty (30) days for payment of any Premiums due within which period this Policy shall remain in force.
4. If a claim occurs within the grace period, any Premium then due and unpaid shall be deducted from any indemnity payable under this Policy.
5. If any due Premium is still unpaid at Macau time 24:00 of the last day of the grace period, this Policy will automatically terminate. The provision stated in this paragraph shall not affect the Company's right to the premiums for the period which has already elapsed.

NO CLAIM BONUS

1. In the event of no claim being made or arising under this Policy during a period of insurance specified below immediately preceding the renewal of the Policy, the renewal Premium shall be reduced as follows:

<u>Period of insurance</u>	<u>Reduction</u>
The preceding year	10%
The preceding two years	15%
The preceding three or more years	20%
2. Notwithstanding a single claim being made or arising during a period of insurance, upon renewal this Policy loses entitlement to any no-claim bonus.

CLAIM CONDITIONS

1. Written notice of claim must be given to the Company in writing as soon as possible and in any circumstances within fourteen (14) days from the date of accident or date of discovery of the occurrence which there is reasonable ground to believe that any occurrence is likely to give rise to a claim under this Policy. Failure to give notice in the time prescribed shall not invalidate a claim if it can be shown to the Company's satisfaction that notice has been provided as soon as reasonable practicable, and in any circumstances within 60 (sixty) days from the date of such event.
2. In case of any event pertaining to fire, deception, theft or burglary, the Insured must immediately report the loss to the police and in any event not later than twenty-four (24) hours after the loss occurrence.
3. For any claim the Insured must, at his own expense, provide with all such information and evidence as the Company may request. All claims shall be supported with documentary proof to the satisfaction of the Company.
4. For property loss or physical damage claims, the Insured must:
 - (a) furnish the Company with a certified copy of police report, loss memo or statement when loss or damage occurred;
 - (b) provide the Company with the quantified claim together with the loss details and evaluation including any purchase invoices, official receipts or any written documentation showing precisely the date of purchase, price, model and type of items lost or damaged;
 - (c) not commence any repair works or dispose of any salvage of any claimed item without the Company's prior consent.

5. For liability claims, the Insured must:
 - (a) notify the Company of the possible claim in writing pertaining to the nature of loss and circumstances of the incident;
 - (b) provide the Company with any letter, claim, writ, summons, court documents, court orders or decree, correspondence exchanged between legal representatives or letters of demand, immediately it is received;
 - (c) advise the Company immediately when the insured has knowledge of any impending prosecution, inquest, inquiry or fatal injury;
 - (d) not make any admission, offer or promise of payment, or payment without the Company's written consent. The Company shall be entitled, if the Company so desire, to take over and conduct the defence or settlement of any claim or to prosecute in the Insured's name for the Company's benefit any claim for indemnity or damages or otherwise, and should have full discretion in the conduct of any proceedings and in the settlement of any claim. The Insured shall give all such information and assistance as the Company may require.
 6. For personal accidents, the Insured must:
 - (a) send the Company examination reports issued by any registered medical practitioner giving details on the nature, extent and/or period of injury or disability;
 - (b) submit the police reports where relevant and, if death shall have resulted, death certificate and the coroner's findings of the death inquest;
 - (c) assist the Company to make a post-mortem examination of the dead body in the case of death where any reasonable doubt exists as to the cause thereof.
 7. If any claim under this Policy shall be in any respect fraudulent or exaggerated or if any fraudulent means or devices shall be used by the Insured or anyone acting on the Insured's behalf to obtain benefit under this Policy, the Company shall be under no liability in respect of such claim.
 8. The Company is entitled to decline any claim if there has been a breach of any terms and conditions of this Policy.
 9. Incomplete claim forms will be returned to the Insured and any insufficiency of supporting information or documentation will induce delay in processing the claim.
 10. The Company shall not accept liability for any claim if the required information is not received within 30 (thirty) days from the issue date of any written request from the Company for such further information, and the claim is thereafter deemed to be abandoned.
 11. In case of loss of or damage to any article which is a part of a pair or set, the measure of loss of or damage to such article shall be the reasonable and fair proportion of the total value of the pair or set, giving consideration to the importance of the article. However, in no event shall such loss or damage be construed to mean total loss of the pair or set.
 12. If the Insured or Insured's Family are entitled to payment under any other insurance policy, in circumstances where there would be an entitlement to claim under this Policy, the Company will only be liable for amounts not recoverable from such other insurance.
- (a) for monthly payment Policy, the change becomes effective on the monthly premium due date immediately following the Company's approval date.
 - (b) for annually payment Policy, the change becomes effective on the Company's approval date. Any additional premium or refund premium (subject to no claims within the period of insurance) shall be calculated on a pro-rata basis.
The Company's liability in respect to any loss or damage that occurred before the effective date of a plan change, the benefits payable shall not exceed the limits or maximum of benefits applicable prior to that date.

6. Correspondence

Any letter or advice between the parties provided for in this Policy shall be deemed valid and fully effective if made by any means involving a written record sent to the last known address of the Insured as it appears on this Policy, or to the head office of the Company.

7. Arbitration

All disagreements which may arise in relation to the application of the terms of this Policy may be resolved through arbitration.

8. Legal Action

No action at law or in equity shall be brought to recover under this Policy prior to the expiration of sixty (60) days after sufficient proof of claims has been filed in accordance with the requirements of this Policy, nor shall such action be brought at all unless such action is commenced within one-hundred eighty (180) days from the expiration of thirty (30) days within which proof of claims is required.

9. Clerical Error

A clerical error by the Company shall not invalidate this Policy otherwise validly in force, nor validate any insurance which is otherwise invalid.

10. Unpaid Premium

Any unpaid premium may be deducted by the Company from any claim payment.

11. Policy Currency

Premiums and benefits payable under this Policy shall be in the currency shown in the Policy Schedule.

12. Salvage and Recoveries

The Insured shall retain full rights and control of the damaged property but undertakes to maximize the salvage value by mutual agreement with the Company and/or the Company's appointed adjusters which amounts shall be applied against the amount of the total loss prior to the application of any Deductible.

13. Subrogation

Once the indemnity has been paid, the company shall be subrogated to the value of the sum indemnified, of all rights the Insured has against third parties liable for damage, and thus the Insured must take the necessary steps to invoke these rights. The Insured shall be liable for loss and damage due to any voluntary act or omission, which could prevent or hinder exercising these rights.

14. Reinstatement

If this Policy is terminated for any reason, acceptance and approval of a subsequent application form by the Company shall reinstate this Policy. The reinstated Policy shall provide benefits only for loss or damage that occurs after the date of reinstatement.

15. Interest

No benefit payable under this Policy shall carry interest.

GENERAL POLICY PROVISIONS

1. Basis of Contract
The entire contract between the Insured and the Company is constituted by this Policy with all its pages including these General Conditions, the application, the Policy Schedule, and any attached endorsements or amendments relating to this Policy. In the absence of fraud, all statements in the application shall be deemed to be representations and not warranties.
2. Mis-statement or Fraud
Any false statement made by the Insured in the application form or concerning any claim shall result in the Company's right to repudiate liability under this Policy.
3. Prevention of Loss
The Insured, the Insured's Family and any domestic helper employed by the Insured or Insured's Family must comply with all statutory obligations and take reasonable steps to prevent loss, damage or injury, and to maintain the Home in sound condition and good repair.
4. Change in Risk
Whilst this Policy is in force, the Insured must advise the Company of any change in the nature of the occupancy, any permanent move of the Home or circumstances which would increase the possibility of loss or damage. The final acceptance of any risk is subject to the Company's discretion and approval.
5. Changing the Plan Type
Any written notice given by the Insured to the Company to change the plan type of this Policy is subject to the Company's approval. Where such change is approved:

GOVERNING LAW AND JURISDICTION

This Policy shall be governed by and interpreted in accordance with the laws of Macau. The Company and all relevant parties are bound by this Policy and shall be subject to the exclusive jurisdiction of the courts of Macau. In the event that a dispute arises with regard to the terms and conditions, legal proceedings (if any) are to be conducted in the courts of Macau.