

Home Protection 2

Standard insurance information sheet



Terms and Conditions E-32

This information document only specifies the main aspects of the insurance, such as what is included and what is not. It is not an exhaustive list or a personal overview of the insurance that customers choose. The information document has no legal significance and is intended solely to inform customers about the main aspects of the insurance. The insurance summary and detailed information on the applicable contract terms are available on the insurance policy, which can be accessed on Vörður's My Pages. The terms and conditions of the insurance contain comprehensive information about the insurance coverage and are a part of the agreement between the parties together with the insurance certificate.

What Kind of Insurance is Home Protection 2?

Home Protection 2 is a basic insurance package for families and is well suited for individuals and families who are starting to live together or downsizing. It covers damage to household contents and other personal belongings, as well as accidents involving family members during their free time, while performing household tasks, or while studying. The package also includes liability insurance, and optional travel and cancellation insurance for those who want additional coverage.



What is covered?

Household Contents Insurance

- ✓ Loss or damage due to fire or explosion, as well as sudden sootfall from heating devices.
- ✓ Loss or damage resulting from water, oil or other liquid that suddenly and unexpectedly flows from the plumbing system in the building, but not from drains or gutters.
- ✓ Loss or damage due to surface water, due to a sudden downpour or thawing.
- ✓ Loss or damage due to a burglary in a locked building or vehicle. Unlocked buildings in certain cases, see terms and conditions for more details.
- ✓ Loss or damage due to the seizure of effects by physical violence or threats (robbery).
- ✓ Vandalism, i.e. intentional damage to insured items but not, however, if caused by the insured. Loss or damage caused by storms, on the condition that the wind speed reaches at least 28.5 m/sec.
- ✓ Loss or damage due to unforeseen stoppage of the cooling system of a refrigerator or freezer, provided this results in the destruction of food.
- ✓ Loss or damage caused by a short circuit in electrical equipment.
- ✓ Loss or damage to insured items caused by storms, on the condition that the wind speed reaches at least 28.5 m/sec.

Comprehensive Household Contents Insurance (Optional)

- ✓ Loss or damage caused by sudden and unforeseeable events, which are not liable for compensation according to traditional household contents insurance.

Liability Insurance

- ✓ Compensation in the event that the insured has become liable and the injured party does not share culpability or share liability.
- ✓ The costs of the insured in the event a tort claim has been lodged against them.



What is not covered?

Household Contents Insurance

- ✗ Loss or damage of animals.
- ✗ Loss or damage to motor vehicles, caravans and camper vans.
- ✗ Loss or damage to goods intended for sale.
- ✗ Loss or damage resulting from work with explosives during construction.
- ✗ Loss or damage from water from external sources, such as groundwater, precipitation, flooding, or damage due to water from gutters.
- ✗ Loss or damage to household contents due to change of residence.

Comprehensive Household Contents Insurance

- ✗ An item that is lost, forgotten or left in public.
- ✗ Loss or damage caused by normal wear and tear, insufficient maintenance or manufacturing defect.
- ✗ Loss or damage caused by pets.

Liability Insurance

- ✗ Loss or damage caused by the insured parties to each other.
- ✗ Loss or damage to items that the insured has on loan, for rent or storage.
- ✗ Loss or damage that occurs because of occupation, whether in the insured's own business enterprise or work in the employment of another party.

Accident Insurance During Leisure Time

- ✗ Accidents that occur at work, or when travelling to and from work.
- ✗ Accidents occurring in vehicle sports.
- ✗ Accidents in high-risk sports, such as bungee jumping, rappelling, rock climbing, mountain climbing and ice climbing.
- ✗ Accidents that occur when mountain hiking of any form if the height of the mountain is greater than 4,000 m above sea level.

- ✓ Compensates loss or damage caused by the insured's child under the age of 10, regardless of liability.

Accident Insurance During Leisure Time

- ✓ Domestic medical costs due to an accident that the insured suffers during leisure time.
- ✓ Permanent medical disability.
- ✓ Broken teeth due to an accident.
- ✓ Inability to work of 50% or more due to an accident.
- ✓ Death benefits due to an accident.
- ✓ Costs incurred in obtaining a medical certificate or disability assessment.

Legal Assistance Insurance

- ✓ Disputes affecting the insured as an individual, which are submitted to the courts for resolution and are resolved with a judgement, ruling or settlement.
- ✓ Costs arising from reopening cases.

Trauma Insurance

Reimburses documented expenses for specialist support upon presentation of receipts, if the insured has suffered psychological trauma or mental distress as a result of the following events:

- ✓ Burglary at the insured's home.
- ✓ Significant property damage occurs at the insured's home.
- ✓ The insured is robbed of insured belongings through physical violence or immediate threat thereof.
- ✓ A person covered by the policy is involved in a serious accident.
- ✓ Violence by a spouse or cohabiting partner.

Emergency help due to domestic violence

- ✓ Incidental costs if the insured person needs to change their circumstances due to violence in an intimate relationship.

Cancellation Insurance

- ✓ Travel expenses, up to the insurance amount, paid in advance, or those for which a pre-payment agreement is made and which are not refundable.
- ✓ Loss or damage if the insured or close relatives, e.g. spouse, child or parents, suffer a serious accident, sudden illness, physical injury, or other similar events, confirmed by a doctor with a medical certificate that the person is not fit to travel.

Travel Medical Costs

- ✓ Unavoidable costs resulting from the insured being injured, becoming ill or dying while travelling abroad, e.g. hospital costs or additional costs due to illness, e.g. hotel expenses.
- ✓ Travel expenses, e.g. medical transport costs on medical advice, flight changes and/or ambulance flights.
- ✓ Transport of the deceased.
- ✓ Additional costs for a return trip to Iceland due to serious illness or the death of a close relative.

Luggage Insurance

- ✓ Loss or damage to luggage caused by fire, burglary, theft, or transportation accidents, as well as if the luggage is completely lost during transportation.

Luggage Delay Insurance

- ✓ Loss or damage due to delays in the delivery of luggage to a destination in a scheduled or chartered flight during a trip lasting for up to 92 consecutive days.

- ✗ Accidents that persons 18 years of age and older suffer in boxing, martial arts or self-defense sports.
- ✗ Accidents that persons 18 years of age and older suffer during competitions or training in preparation for competitions in sports within ÍSÍ special associations and registered clubs.
- ✗ Accidents caused by the consumption of alcohol, narcotics or other recreational drugs.
- ✗ Spinal disc herniation ("slipped disc,") lumbago, arthritis, osteoarthritis or other rheumatic diseases.

Legal Assistance Insurance

- ✗ Cases related to divorce or legal separation.
- ✗ Cases concerning child custody or visitation rights.
- ✗ Cases in connection with the insured's occupation or performance in an official capacity.
- ✗ Cases concerning financial measures that are unusual or on an exceptionally large scale for an individual.
- ✗ Cases where the insured becomes liable for another person.

Trauma Insurance

- ✗ Trauma caused by events that occurred before the insurance took effect.
- ✗ Difficulties not related to a specific insured loss covered by the policy.

Cancellation Insurance

- ✗ Cancellation resulting from any kind of illness or disease that was pre-existing prior to the purchase of the insurance policy or when the confirmation fee for the trip was paid.
- ✗ Cancellation due to diseases occurring after the 36th week of pregnancy.
- ✗ Cancellation or costs due to sexually transmitted diseases.
- ✗ Cancellation due to self-inflicted injuries or damage occurred when the insured has unnecessarily put themselves at risk.

Travel Medical Costs

- ✗ Medical costs occurring during the 36th week of pregnancy, during childbirth or abortion.
- ✗ Medical costs due to ongoing medical treatment.
- ✗ Medication costs for drugs that the insured has been using on a regular basis before the trip commenced.

Luggage Insurance

- ✗ Cash, travel tickets, traveller's cheques, cheques, bonds or other securities.
- ✗ Fragile items.
- ✗ Loss or damage caused by moths, vermin, atmospheric conditions, weather or normal wear and tear.
- ✗ Damage due to liquids, food or other contaminating substances.

Luggage Delay Insurance

- ✗ If there are delays in luggage on the way home to Iceland.

- ✓ Loss or damage due to the purchase of necessities for each insured party aged 18 and older if they do not receive their checked-in baggage within 8 hours.
- ✓ Loss or damage due to the purchase of necessities for the insured's children under 18 years of age if they are travelling with the insured.



Are there any restrictions or precautionary rules?

- ! The insured is required to comply with Vördur's precautionary rules.
- ! The insured is required, in unheated buildings, to ensure that the water supply is shut off and that water pipes and fixed appliances are drained when there is a risk of frost.
- ! The insured is also obligated, as long as it is within their control, to ensure that drains are in proper condition by removing snow or ice.
- ! Residential property, vehicles, and other insured locations must be securely locked.
- ! Windows must be closed and latched, and all access points secured in a way that prevents unauthorized access to valuables.
- ! The insured shall ensure that the use of electrical appliances complies with the manufacturer's instructions.
- ! Additional precautionary rules can be found in the terms and conditions of the insurance policy.



Where is the insurance Valid?

Varies depending on which element of the insurance is covered. In general, the insurance is valid in Iceland and on trips abroad as applicable, for up to 92 days from the date of departure from Iceland. Further information on the scope of coverage can be found in the terms and conditions of the insurance.



What are the insured's obligations?

- Provide all necessary information, whether when renewing or changing the insurance or when reporting a claim.
- Report a claim at the earliest opportunity and no later than within one year of the claim event.



When and how is the insurance paid for?

The insurance premium must be paid on the due date. Upon renewal, the annual premium is adjusted in accordance with changes in the index from the base index of the agreement. Vördur sends payment claims monthly to online banking services, or annually if the policyholder prefers to pay the premium in a single installment.

It is possible to change the payment method via Vördur's online service, "My Pages." There, policyholders can also choose to pay premiums using a credit card.



When does insurance coverage begin and how does it end?

Insurance contracts are generally valid for 12 months from the date of acceptance of the offer and issuance of the insurance, and premiums are based on the annual premium. If the insurance is not terminated within that period, it is automatically extended.



How is the insurance terminated?

The insurance can be terminated at any time during the insurance period.