

Frequently Asked Questions

Home Ultimate Protect

General

1. If I am required to take up the compulsory HDB fire insurance, can I still sign up for Income Home Ultimate Protect?

Yes, you can. This is because the compulsory HDB fire insurance covers only the internal building structure, fixtures and fittings based on the original standards of HDB flat when it is handed over to the first lessee.

You can take up this plan to cover your personal contents and any additional renovations or improvements which you have made to your home.

1. If I am a tenant, can I sign up for this plan?

Yes, you can take up the plan to cover the contents that belong to you or any renovations you have made and paid for to your rented home.

2. What is under-insurance?

You must insure the building, renovations and contents for their full reinstatement or replacement value, otherwise you will be considered to be under-insuring your premises/contents.

Example of under-insurance:

Cover	(A) Full reinstatement and replacement cost	(B) Insurance coverage you have chosen
Building and renovations	\$2,000,000	\$1,500,000
Contents	\$150,000	\$100,000

Under-insurance occurs when (B) is less than (A). In the above example, you are under-insured by \$500,000 and \$50,000 for your building and renovations, and contents respectively.

3. What will happen if I under-insure my premises?

If you have under-insured your premises, you will be responsible for a share of the loss or damage in the event of a claim. Please refer to below example.

Cover	Share that you are responsible for in the event of a claim
Building and renovations	\$500,000 (Amount you are under-insured by) \$2,000,000 (Full reinstatement cost as at date of loss)= 25%
Contents	\$50,000 (Amount you are under-insured by) \$150,000 (Full replacement cost as at date of loss)= 33.3%

Therefore, if there is a damage of \$240,000 to your building and renovations, and \$60,000 to your contents, you will be responsible to pay for \$60,000 (25% of the damage on building/renovations) and \$20,000 (33.3% of the damage on contents).

For under-insurance of contents or worldwide personal belongings cover, Income will also deduct an amount for wear and tear or depreciation.

4. If my condominium is already covered under the Management Corporation Strata Title (MCST), should I still take up Income Home Ultimate Protect?

Yes, you can because most MCST insurance covers only the internal building structure and fixtures and fittings done by the developer and not your contents. You can take up the plan to cover for your contents or the additional renovations you have made to your home.

Coverage

1. What am I insured for under Building cover?

Building cover refers to the building structure of your home.

For Housing Development Board (HDB) flats, condominiums, apartments or cluster houses, it will include the building structure (but not the foundations), fixtures and fittings based on HDB's or the property developer's standard specifications.

For landed properties such as bungalows, semi-detached and terrace houses, it will include the building structure (but not the foundations), garages, outbuildings, swimming pools, terraces, footpaths, driveways, gardens, gates, fences and other private areas you own and which the public do not have access to.

2. What am I insured for under Renovations cover?

Renovation cover refers to the additions made within the premises by you or any previous owner or tenant in the form of fixtures and fittings. For example, this could include flooring, built-in wardrobes and kitchen cabinets.

3. What am I insured for under Home Contents cover?

Home Contents cover refers to any physical and movable household items or personal belongings including money and valuables kept within the premises that belong to you or your family members. This is subject to a limit which varies with different items.

Contents	Sub-limit
Legal documents	\$5,000 in total
Bicycles and Personal Mobility Devices	\$5,000 in total
Money	\$5,000 in total
Valuables	5% of the overall section limits under home contents cover for each item, set or pair and up to 50% of the overall section limit under home contents cover.
All contents not listed above	15% of the overall section limits under home contents cover for each item, set or pair

4. What am I insured for under Worldwide Personal Belongings cover?

Worldwide Personal Belongings insures you and your family member's personal belongings in the event of accidental loss of or damage. Personal belongings include personal items that belongs to you or your family members that are usually worn or carried in everyday life such as jewellery, bags, clothing, and cameras.

5. Are bicycles covered under this plan?

Yes, bicycles are covered. This is provided that the loss or damage to your bicycle occurs within your premises. For example, Income will not provide cover if your bicycle is parked in a common corridor.

6. Are valuables such as antiques, works of art and jewellery covered?

Yes, valuables are covered under home contents cover. The sub-limit for each item, set or pair is 5% of the overall section limit under home contents cover and up to 50% of the overall section limit under home contents cover in total.

7. Is damage caused by bursting of water pipes or tanks covered?

Yes. Income will cover the loss or damage to your building, renovations or home contents caused by bursting of water pipes or tanks within your premises.

If the building is not more than 20 years old, Income will also cover the necessary expenses incurred for tracing the source of water leakage or seepage up to \$5,000 per 12-month period of the policy and after deducting a 20% co-payment. Income will not pay for tracing expenses if the leakage or seepage occurs within the first 6 months from the date the policy is first issued or reinstated, whichever is later.

8. Can I cover my items at full value?

Yes, if the sub-limits are insufficient to fully cover your items, you may apply to have specific items covered at full value.

You may also choose for these items to be covered within your premises (for contents and personal belongings) or worldwide (for personal belongings only).

Personal Accident, Medical Expenses and Public Liability

1. What does Worldwide Family personal accident benefit cover?

This benefit covers you, your spouse and children below 21 years old against death or total permanent disability due to accidents that occur both inside and outside of your premises. This is provided that death or total permanent disability occurs within 90 days from the date of the accident.

The amount payable is up to \$20,000 per adult and \$10,000 per child with a maximum limit of \$50,000 for the whole family.

2. What does the Family worldwide liability benefit cover?

This benefit covers you and your family if you/they are legally responsible for accidentally injuring someone or causing loss or damage to someone else's property. Income will pay for the legal expenses for representing or defending you/them and/or the amount awarded against you/them by the court in Singapore.

You or your family members respectively must be resident in Singapore, and away from Singapore for no more than 180 days in a row. Otherwise, Income will only pay when the above legal responsibility results from your ownership or tenancy of the premises.

Application Procedure

1. Who is eligible to purchase Home Ultimate Protect?

You can purchase the plan if:

- You are the owner or co-owner of the residential premises in Singapore; or
- You are a tenant or co-tenant who is currently renting the residential premises in Singapore.

You can only insure the home contents which you own if you are a tenant or co-tenant.

2. How do I determine the appropriate sum insured for Building of my private property?

You can refer to [General Insurance Association website](#) as a general guide for the replacement cost of your private property. Alternatively, you can seek professional advice from a qualified property valuator or quality surveyor.

3. How do I determine the appropriate sum insured for Renovations of my home?

The sum insured should be the cost of completely replacing the renovations at your premises. You can use the price you paid for your renovations as an estimate or you can seek professional advice from an interior designer or contractor.

4. How do I determine the appropriate sum insured for my Home Contents and Personal Belongings?

The sum insured should be the cost to replace the item on a like-for-like basis, without depreciation or wear and tear, based on current market prices

5. If I move to a new home, do I have to cancel my current policy and take up a new policy?

No, you do not have to cancel your existing policy. Instead, you can request Income to change your existing policy to cover your new premises. You may need to pay additional premium depending on the size of your new premises and the value of your new contents or renovations.

6. If I sold off my house, can I cancel my policy?

Yes, you can cancel this insurance policy by notifying Income via email at pline@income.com.sg or telephone at 6788 6616. The cancellation will take effect from the date Income receives your request.

Please note that Income will not refund any premium below \$53.50 (Inclusive of GST).

Emergency Home Assistance

1. What is this Emergency Home Assistance?

This is a bonus complimentary service for Home Ultimate Protect Insurance policyholders.

If a specified accident happens at your premises during the period of insurance, policyholders can call the 24/7 hotline for assistance.

This service is provided on a complimentary basis and is not part of the insurance policy. Income may amend or discontinue the services at their sole discretion without prior notice.

Please refer to the [Terms & Conditions](#) for more details.

2. What are the types of services available under the Emergency Home Assistance?

The Emergency Home Assistance includes emergency plumbing, electrician, locksmith and pest control services.

For more details on the scope of services available, please refer to the [Terms & Conditions](#).

3. How does this service work?

Upon calling the hotline, the emergency home assistance provider will assist you to search for suitable repairer(s).

You will be given an estimate of the total cost involved and have full discretion in engaging the recommended repairer.

Income will not be responsible nor liable for any loss or damages suffered directly or indirectly by you or any party as a result of or in connection with the services, including any delay in the provision of the services.

4. Is this service 24/7?

Yes, the hotline is available 24/7; including weekends and public holidays.

5. Do I need to pay when I use this service?

You will not need to pay for up to 4 repairs per year, subject to a limit of \$250 per accident.

During the call, you will be informed of the estimated cost involved before the assistance is dispatched. If the cost is estimated to be above \$250, you will still be able to engage the service. Income will cover up to the limits of \$250, and you will need to pay for the remaining amount billed.

Work-From-Home Benefit Extensions

1. What is Work-From-Home Benefits Extensions about?

This is a bonus complimentary extension for Home Ultimate Protect Insurance policyholders.

Income provides 2 benefits under this extension, and they are:

1. Mental Wellness Hotline; and
2. Alternative workstation due to major renovation by neighbours.

These extensions are provided on a complimentary basis and is not part of the insurance policy. Income may amend or discontinue the benefits and services at their sole discretion without prior notice.

Please refer to the [Terms & Conditions](#) for more details.

2. What is the Mental Wellness Hotline benefit about?

Income has arranged with the assistance provider for them to provide you with complimentary advice on the right resources if you or your family member need someone to talk to when you or they face dips in emotional or psychological well-being.

For more details on the Mental Wellness Hotline benefit, please refer to the [Terms & Conditions](#).

You or your family members may choose to engage the counselors, therapists, or doctors recommended by the assistance provider at your discretion and cost. Income will not be responsible nor liable for any loss or damages suffered directly or indirectly by you, your family members, or any other party as a result of or in connection with the services and subsequent referrals, including any delay in the provision of the services and subsequent referrals.

3. Is the mental wellness hotline 24/7?

This service is available on a 24/7 basis. You can request to speak to the assistance provider's in-house doctor from Monday to Friday: 8 am to 8 pm Singapore time (excluding weekends and public holidays).

4. Do I need to pay when I use the mental wellness hotline?

No. However, you may choose to engage the counsellors, therapists, or doctors recommended by the assistance provider at your discretion and cost.

Income will not be responsible nor liable for any loss or damages suffered directly or indirectly by you, your family members, or any other party as a result of or in connection with the services and subsequent referrals, including any delay in the provision of the services and subsequent referrals.

5. What is the Alternative workstation due to major renovation by neighbours benefit about?

If your immediate neighbours unexpectedly commence major renovation to their premises, causing your premise to be unsuitable to work in for you or your family members and thus require an alternative workstation, Income will cover for the reasonable cost of renting an alternative workstation in a co-working space while your neighbours are undergoing major renovation.

Income will only pay for one incident of major renovation, subject to a limit of \$50 per person, up to a maximum limit of \$100 per incident.

Please refer to the [Terms & Conditions](#) for more details.

6. When will the alternative workstation due to major renovation by neighbours end?

This service will end on 30 June 2022, or when Income has paid \$30,000 in total under this benefit across all Home Ultimate Protect policies, whichever comes first.

7. How can I claim for the Alternative workstation due to major renovation by neighbours benefit?

You must provide evidence of the notice of renovation and receipts for Income to reimburse you.

8. Are there any exclusions for the Alternative workstation due to major renovation by neighbours benefit?

Income will not pay for claims arising from renovation or construction that:

- occurs within the first 3 months from the start date of the policy;
- where renovation has already begun before the start date of the policy;
- occurs within the first year from the date of completion of the development or project where your premise is situated;
- are part of any collective maintenance, improvement, or upgrading projects. This includes estate or block upgrading, home improvement programmes, lift upgrading programmes, etc.
- do not involve demolition of walls, removal of wall/floor finishes, cutting of tiles, or heavy and excessive drilling;
- do not have a notice of renovation by HDB or the MCST, or if landed property, do not have a permit from the Building and Construction Authority or a notice from the renovation contractor.

Additionally, Income will also not pay for expenses or charges for food and drinks, phone calls, printing, faxing, loan or purchase of equipment or accessories.

Please refer to the [Terms & Conditions](#) for more details.