

MASTER POLICY FOR HOME INSURANCE

This Master Policy No. 5045076109 ("Policy") sets out the terms, conditions and exclusions of a contract of Insurance between NTUC Income Insurance Co-Operative Limited and you. Any endorsement to this Policy and the Certificate of Insurance issued to you by us in respect of your cover under this Policy shall be deemed to form part of this Policy.

This Policy shall form the entire contract of insurance between NTUC Income Co-operative Limited and you in respect of your cover under this Policy. Any unilateral amendment to this Policy by us by way of endorsement shall be binding on all policyholders who are covered under this Policy.

All statements, information and/or declarations provided and made by you in any application/proposal (including any on-line application/proposal) shall form the basis of the cover provided by this Policy.

We will pay the benefits under this Policy in accordance with and subject to the terms, conditions and exclusions of this Policy.

SCOPE OF COVER

SECTION 1: LOSS OR DAMAGE TO THE RENOVATIONS AND CONTENTS

We will indemnify you on a Reinstatement Basis for loss or damage to the Interest Insured caused by any of the Insured Perils below:

Amount Payable:
up to S\$50,000.00 for Renovations
up to S\$5,000.00 for Contents

Insured Perils	Excess (each and every claim)*
A) Fire, lightning, thunderbolt, subterranean fire or explosion	Nil
B) Impact by vehicle or aircraft not belonging to or under the control of you or any of your household members	Nil
C) Theft but only if accompanied by forcible and violent breaking into or out of the Insured Premises or any attempt to do so, excluding loss or damage occurring whilst the Insured Premises is left unoccupied for more than 60 consecutive days	Nil
D) Bursting or overflowing of domestic water tanks, apparatus or pipes excluding damage thereto and/or loss or damage occurring whilst the Insured Premises is left unoccupied for more than 60 consecutive days	S\$200
E) Hurricane, cyclone, typhoon, windstorm, earthquake or volcanic eruption	S\$350
F) Flood (including overflow of the sea) caused by earthquake, volcanic eruption, hurricane, cyclone, typhoon or windstorm but excluding loss or damage caused by subsidence or landslip	S\$350
G) Riot, strike, malicious act	Nil

*** Excess means the amount per claim as specified in the table above which must be borne by you before any benefit is payable by us.**

Special Provisions

1. Reinstatement work must be commenced and carried out with reasonable despatch. Otherwise, the basis of settlement shall be the cost of reinstatement of the property destroyed or damaged less an allowance for wear, tear and depreciation.
2. Until expenditure has been incurred by you in the replacement or reinstatement of the property destroyed, damaged or lost, we shall not be liable for any payment in excess of the amount which would have been payable had the settlement been based on the cost of reinstatement of the property less an allowance for wear, tear and depreciation.
3. If at the time of any loss or damage, the sum representing the cost which would have been incurred in replacement or reinstatement if the whole of the Interest insured had been destroyed or lost exceeds the sum insured, you shall be considered as your own insurer for the excess and shall bear a ratable proportion of the loss accordingly. Each item of the Interest Insured shall be separately subject to the foregoing provision.

SECTION 2: LOSS OF RENT

We will indemnify you for the loss incurred in respect of rental income and necessary hotel expenses in consequence of the Insured Premises being damaged by any of the Insured Perils and rendered uninhabitable, but only for the period necessary for reinstatement.

Amount payable: up to S\$5,500.

SECTION 3: PROPERTY TEMPORARILY REMOVED

We will indemnify you for loss or damage to the Contents (excluding property removed for sale, exhibition or safekeeping at furniture depositories) while they are temporarily removed from the Insured Premises but always remaining in any residential building or hotel within Singapore as a result of any Insured Perils except Insured Perils E and F in Section 1 provided that the loss is not covered under any other policy.

Amount payable: up to S\$750.

SECTION 4: SERVANT'S PROPERTY

We will indemnify you for loss or damage caused by any of the Insured Perils to your domestic servants' personal effects whilst in the Insured Premises.

Amount Payable: Up to S\$500.

SECTION 5: REMOVAL OF DEBRIS

We will indemnify you for the costs and expenses necessarily incurred by you in the removal of debris following destruction or damage caused by any of the Insured Perils.

Amount payable: up to S\$2,800.

SECTION 6: REPLACEMENT OF LOCKS AND KEYS

We will indemnify you for the cost of repair, replacement or reinstallation of external door locks and keys of your home damaged by any of the insured perils or where the keys of such locks are stolen.

Amount payable: up to S\$500.

SECTION 7: DETERIORATION OF FROZEN FOOD

We will indemnify you for the loss or damage to food contained in any deep-freeze unit provided that the freezer or refrigerator is less than 5 years old and caused by deterioration resulting from breakdown or explosion of such deep-freeze unit or non-operation of any thermostatic or automatic controlling devices pertaining in the freezer or refrigerator.

Amount payable: up to S\$500.

Exclusions

We will not be liable for loss or damage:

- a. for the first S\$50 of each and every claim.
- b. caused by a deliberate act or negligence of the Insured or any household member.
- c. caused by the failure of the electricity supply as a direct or indirect consequence of the deliberate act by the supply authority and/or their employees.
- d. caused by disconnection of the electricity supply whether accidental or otherwise.

PROVISO FOR LOSS OR DAMAGE TO CONTENTS

Our total liability in respect of loss or damage to the Interest Insured by all or any of the Insured Perils during any one Period of Insurance shall not exceed the amount stated against each item respectively or in aggregate the total sum assured of S\$5,000 for loss or damage to Contents.

1. Amount payable per article: up to S\$500.
Furniture, pianos, organs, household appliances, audio and video equipment and personal computer excepted.
2. Amount payable for Platinum, Gold and Silver Articles, Jewellery and Furs (total value): up to S\$2,000 in aggregate.
3. Amount payable for cash and currency notes: up to S\$500.
4. This Policy does not cover deeds, bonds, bills of exchange, promissory notes, cheques, securities for money, stamps, documents of any kind, bank notes, manuscripts, medals and coins, motor vehicles and accessories or livestock or items or articles for business or trade.

Territorial Limits: Singapore, except where otherwise stated.

GENERAL EXCLUSIONS

We will not be liable for:

1. Any loss or damage to the Insured Premises (including Renovations) which HDB has undertaken or is legally bound to make good at its own expense.

2. Loss, damage or other contingency occasioned by or through or in consequence, directly or indirectly of war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, military or popular 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, or act of terrorism.

Act of Terrorism means an act, including but not limited to the use of force or violent 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 similar purposes including the intention to influence any government and/or to put the public or any section of the public, in fear.

If we allege that by reason of this exclusion, any loss, damage, cost or expense is not covered by this insurance, the burden of proving the contrary shall be upon you.

As regards Section 1, 2, 4 and 5:

Loss, damage or other contingency happening during the existence of abnormal conditions (whether physical or otherwise) which are occasioned by or through or in consequence, directly or indirectly, of any of the said occurrences shall be lost, damaged or a contingency which is not covered by us except to the extent that you shall prove that such loss, damage or other contingency happened independently of the existence of such abnormal conditions.

In any action, suit or other proceedings where we allege that by reason of the provisions of this General Exception any loss, damage or other contingency is not covered by us, the burden of proving that such loss, damage or other contingency is covered shall be upon you.

3. Loss or damage:

- a) occasioned by cessation of work, or by confiscation, commandeering, requisition or destruction of or damage to the property by order of the government or any public municipal or local authority of the country or area in which the property is situated.
- b) occasioned to property by its own fermentation, natural heating, spontaneous combustion or by its undergoing any heating or drying process.
- c) or other contingency directly or indirectly caused by or arising from or in consequence or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.

4. Consequential loss or damage of any kind whatsoever except as provided for in Section 2.

5. a) Flood or overflow except as specifically insured.

- b) Loss or damage by hurricane, cyclone, typhoon or windstorm to Insured Premises in the course of construction, reconstruction or repair, unless all outside doors, windows and other openings are complete and protected against such perils or to metal smoke stacks, awnings, blinds, signs and other outdoor fixtures or fittings include gates and fences.

- c) Loss or damage caused by subsidence or landslip except when it is occasioned by earthquake or volcanic eruption.

6. Any loss or damage suffered or sustained by a Policyholder who is a tenant except for loss or damage to Contents owned by the Policyholder.

7. Any loss or damage to building structure, fixtures and fittings (including garages and outbuildings, walls gates and fences around the building) of the Insured Premises except the Renovations

CONDITIONS

1. Contract

This Policy, any endorsement to this Policy and the Certificate of Insurance issued to you in respect of your cover under this Policy shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy, the Certificate of insurance and any endorsement shall bear such specific meaning wherever it may appear.

2. Rights to Policy

Unless otherwise stated, nothing contained herein shall give any rights against us to any person other than you. We shall not be bound by any passing of your interest other than by death or operation of law unless we shall by endorsement declare the insurance to be continued.

3. Reasonable Precaution

You shall exercise reasonable diligence and care to keep the premises in a proper state of repair. If any defect is discovered, you shall make good such defect as soon as possible and take precautions to prevent injury, loss or damage as the circumstances may require. We shall not be liable for any injury, loss or damage caused by a defect which you have failed to remedy after having received notice such defect either from us or any person or public body.

4. Other Insurance

You shall give notice to us of any insurance(s) already affected, or which may subsequently be effected, covering any of the Interest Insured.

If any other insurance by us covers the same loss, damage or liability, we will pay under this insurance and we will pay under the other insurance by us only if the claim amount is in excess of our maximum liability under this insurance.

If any other insurance by another insurer covers the same loss, damage or liability, we will pay only our rateable proportion of any claim under this insurance.

If any other insurances by us and another insurer cover the same loss, damage or liability, we will pay only our rateable proportion of any claim provided that we will pay under this insurance and we will pay under the other insurance by us only if our rateable proportion of the claim amount is in excess of our maximum liability under this insurance.

For the avoidance of doubt, any claim payable by us under this insurance shall not exceed the amount stated against each item under Scope of Cover or in aggregate of the total sum insured.

5. Notification

Upon the happening of any loss or damage that it is likely to give rise to a claim, you must:

- a) give us written notice immediately; and
- b) at your expense deliver to us a claim in writing with detailed particulars and proofs within 30 days after the happening of such loss or damage. In the case of theft or any attempt thereat, a police report must be made within 24 hours of the occurrence.

You shall not incur any expense in making good any damage without our written consent and shall not negotiate, pay, settle, admit or repudiate any claim without consent.

All claims are to be submitted to us on our prescribed form together with all supporting documents to:

NTUC Income Insurance Co-operative Limited
NTUC Income Prinsep House
30 Prinsep Street, Level 9
Singapore 188647
Attention : Property & Casualty Claims Department

You may obtain a copy of the claim form from our website at :

www.income.com.sg/forms/claims

If you require any assistance, you may email to pcc@income.com.sg.

6. Subrogation

We shall be entitled:

- a) on the happening of any loss of or damage to the Interest Insured to enter any building where the loss or damage has happened, and to keep possession of the Interest Insured and to deal with it in a reasonable manner. No property may be abandoned to us.
- b) to undertake in your name and on your behalf the absolute conduct, control and settlement of any proceedings and to take proceedings (at our expense and for our benefit) to recover compensation or secure indemnity from any third party in respect of anything covered by this Policy.

7. False or Exaggerated Claims

No payment will be made under this Policy if the claim is:

- a) in any respect fraudulent
- b) intentionally exaggerated
- c) supported by false declaration.

8. Cancellation

Either party may cancel this Policy by giving the other party 7 days' prior written notice.

9. Exclusion of Third Party Rights

A person who is not party to this agreement shall have no right under the Contracts (Rights of Third Parties) Act (Chapter 53B) to enforce any of its terms.

10. Arbitration

Any dispute as to any matter arising under, out of, or in connection with this Policy shall be referred to Financial Industry Disputes Resolution Centre Ltd ("FIDREC") for resolution, provided it is a dispute that can be brought before FIDREC.

If such dispute cannot be referred to or resolved by FIDREC, such dispute shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre for the time being in force, which rules are deemed to be incorporated by reference in this Clause 10. The obtaining of an arbitral award by You shall be a condition precedent to our liability under this Policy.

Definitions

We, Us or Our

NTUC Income Insurance Cooperative Limited

You or Policyholder

The applicant for this Insurance from whom an application for cover has been received and accepted by us and who is the owner or tenant of the Insured Premises and, in the case of a tenant, resides at the Insured Premises.

Insured Premises

- a. For HDB/HUDC flat: The internal building structures, fixtures and fittings based on standard specification for the relevant HDB/HUDC flat; or
- b. For Private Flat/House: The building structure including garages and outbuildings used solely in connection with and on the same premises, walls, gates and fences around the private flat or house,

and which HDB/HUDC flat or Private Flat/House is owned or let out, as the case may be, to the Policyholder. The address of the Insured Premises is indicated in the application/proposal form for this insurance.

Renovations

Improvements, additions, installations, fixtures and fittings for improvement, decorations or betterment and annexed to and comprising part of the Insured Premises.

Contents

All movable items which you own. Please refer to the proviso for loss or damage to Contents.

Reinstatement Basis

The basis of settlement of any claim shall, to the following Special Provisions, be the cost of repair, reinstatement or replacement of the damaged or lost property. Reinstatement of the damaged property shall be to a condition substantially the same but not better or more extensive than when it was new.

Household member

Any individual who permanently resides with the Policyholder at the Insured Premises.

Windstorm

Presence of heavy rain, strong wind and accompanied by thunder and lightning.