



SmartHome Optimum (Enhanced)

Product Disclosure Sheet

Date: as per quotation date

Important Note

1. Read this Product Disclosure Sheet before you decide to take out the SmartHome Optimum (Enhanced) Insurance Policy. Be sure to also read through the general terms and conditions.
2. You should satisfy yourself that this policy will best serve your needs. You should read and understand the insurance policy and discuss with the agent or contact the insurance company directly for more information.
3. Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, if you are applying for this Insurance wholly for purposes unrelated to your trade, business or profession, you have a duty to take reasonable care not to make a misrepresentation in answering the questions in the Proposal Form (or when you apply for this insurance). You must answer the questions fully and accurately.

Failure to take reasonable care in answering the questions may result in avoidance of your contract of insurance, refusal or reduction of your claim(s), change of terms or termination of your contract of insurance.

The above duty of disclosure shall continue until the time your contract of insurance is entered into, varied or renewed with us.

In addition to answering the questions in the Proposal Form (or when you apply for this insurance), you are required to disclose any other matter that you know to be relevant to our decision in accepting the risks and determining the rates and terms to be applied.

You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us any of the information given in the Proposal Form (or when you applied for this insurance) is inaccurate or has changed.

1. What is this product about?

This policy provides you with coverage for your house and contents and covers loss or damage by fire, lightning, explosions, flood, burst pipe or by any perils mentioned in the insurance policy.

2. What are the covers / benefits provided?

Section A - Building: Houseowner Insurance

- Loss or damage to your building due to fire, lightning, explosion caused by gas used for domestic purposes, aircraft damage, impact damage, bursting or overflowing of water tanks or pipes, hurricane, cyclone, typhoon, windstorm, earthquake, volcanic eruption, flood and housebreaking
- Loss of rent / Costs of temporary accommodation
- Owner's / Tenant's Liability
- Removal of debris
- Architect, Surveyor and Consultant's fees

You may extend to cover additional perils by paying additional premium.

Section B - Contents: All Risk

- Loss or damage to Contents including Personal Effects belonging to You or to members of Your Family permanently residing with you whilst contained in Your Building specified in in the Schedule used solely for residential purposes
- Loss of money due to theft
- Cost of replacing keys/locks due to housebreaking
- Deterioration of food in the freezer
- Cost of replacing legal documents
- Loss of damage to contents during temporary removal
- Loss or damage to water filter outside building
- Cost of repairing burst water pipe including hacking
- Emergency Cash Allowance
- Fraudulent Use of Credit/ATM Card
- Fraud or Dishonesty of Domestic Servant
- Fire Extinguishment Expenses

Additional Covers:

Section C – Worldwide Personal All Risk

- Cover loss or damage of personal effects

Section D – Worldwide Family Liability

- Indemnify against third party accidental bodily injury or accidental damage to property

3. What you have to pay in addition to the premium?

- Service Tax 6%
- Stamp duty RM10.00

4. What is included in the premium?

- Commission paid to the insurance intermediaries (if any) 15% of premium (with effect from 1st Nov 2020)

5. What are some of the key terms and conditions that I should be aware of?

- You must ensure that your property is insured at the appropriate amount taking into account the renovations made to your property
- Excesses, being the amount you have to bear before we indemnify you, are applicable for certain perils, such as overflowing of domestic water tanks, windstorm, earthquake and flood claims
- Premium Warranty - The premium due must be paid and received by the insurer within sixty (60) days from the inception date of this policy/endorsement/renewal certificate. Failure to pay the premium within this period, the contract is automatically cancelled and AXA is entitled to the pro rata premium on the period you have been on risk.
- You must inform AXA in writing on any material changes during the policy period so that the necessary amendments are endorsed to your policy.
- Claims: Upon the happening of an accident which gives rise to a claim, you shall notify us immediately. Note: This list is non-exhaustive. Please refer to the policy contract for the full list of terms and conditions under this policy.

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6. What are the major exclusions under this policy?

This policy does not cover certain losses such as

- War, Civil War and any act of terrorism
- Radioactive and nuclear energy risks
- Date recognition
- Property damage to data or software
- The 'Owner's/Tenant's Liability' benefit does not cover any asbestos related injury or damage involving the use, presence, existence, detection, removal, elimination or avoidance of asbestos or exposure or potential exposure to asbestos

Please refer to the policy contract on the full list of exclusions under this policy.

7. Can I cancel my policy?

You may cancel your policy by giving us a written notice. Upon cancellation, you are entitled to a refund of the premium based on short period rates* for the policy period which has been in force. Any minimum premium paid under this policy is not refundable. No refund premium is allowed if there is a claim under the policy.

***Short-Period Rates Table**

Period Not Exceeding	Refund of Annual Premium
1 month	80%
2 months	70%
3 months	60%
4 months	50%
5 months	40%
6 months	30%
7 months	25%
8 months	20%
9 months	15%
10 months	10%
11 months	5%
Period exceeding 11 months	No refund



8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner.

9. Where can I get further information?

Should you require additional information on **SmartHome Optimum (Enhanced)**, please refer to the product Brochure, which is available at all our branches or you can obtain a copy from the insurance agent or visit www.axa.com.my.

If you have any enquiries, please contact us at:

Customer Service Centre

AXA Affin General Insurance Berhad (197501002042)

Ground Floor, Wisma Boustead,

71 Jalan Raja Chulan,

50200 Kuala Lumpur, Malaysia

Tel: (603) 2170 8282

Fax: (603) 2031 7282

E-Mail: customer.service@axa.com.my

Website: www.axa.com.my

Authorized agent:

10. Other types of Insurance cover available

Please refer to our branches and agents for other similar types of cover available.

The information provided in this disclosure sheet is valid as at 19/07/2021.

