

Purpose of this Document

This document discloses important information about Elmo Insurance Limited (“We”/“Us”/“Our”) and your rights and obligations. Please review this document carefully and feel free to contact Us should you require any additional information or clarification.

The Company

Elmo Insurance Limited (C-3500) is registered in Malta. Authorised to carry on general insurance business in terms of the Insurance Business Act (Chapter 403 of the Laws of Malta) and regulated by the Malta Financial Services Authority of Triq l-Imdina, Zone 1, Central Business District, Birkirkara CBD 1010, Malta.

Contacting Elmo Insurance Limited

You may contact Us by postal mail, email, telephone or by visiting our Head Office or any one of Our branches. Details of all Our branches are accessible through the following link: www.elmoinsurance.com/contact-us/our-branches.

Applicable Law

Insurance policies offered by Us in Malta are subject to Maltese Law.

Language

All our policy documents are provided in English. Any information which We will provide you in connection with your insurance policy will be in English. You may communicate with Us in either English or Maltese.

Material Facts

A material fact is a fact which is likely to have a bearing on Our assessment of the underwriting risk and consequently Our decision about determining premium, writing risks or settling claims. It is your responsibility to ensure that all facts declared by you to Us are at all times true, accurate and complete and that you do not withhold any material information from Us. Any person completing insurance forms on your behalf shall for that purpose be regarded as your representative and not as a representative of Elmo Insurance Limited and you remain fully responsible for the correctness and accuracy of the information provided to Us by you or on your behalf. If any material information provided by you to Us is incorrect or incomplete or if you fail to disclose any material information to Us, the policy may be rendered null and void, We may repudiate any claims which may be made under your policy and you may encounter difficulty in obtaining insurance cover elsewhere. It is therefore in your interest to check the correctness of any information which you submit to Us prior to doing so.

Remuneration Disclosure

The premium noted in your policy schedule may include a percentage commission which We may pay to insurance distributors and/or employees introducing business, upon the writing of the policy. Such commission is not added to your premium, but is deducted as a percentage of the premium collected by Us.

Complaints Procedure

We are committed to provide you with the highest level of service. However, if you are not satisfied with Our services, please refer the matter to Our Complaints Officer by mail at: Elmo Insurance Limited, Abate Rigord Street, Ta' Xbiex, XBX 1111, Malta, by e-mail at: complaints@elmoinsurance.com or by telephone on: 00356 23430000. Your complaint will be acknowledged by Our Complaints Officer and a response will be sent to you within a maximum time period of fifteen working days. If your complaint remains unresolved, you may write to: The Office of the Arbiter for Financial Services, First Floor, St Calcedonius Street, Floriana, FRN 5130, Malta. Freephone: 80072366. Telephone: 00356 21249245. You can also download a complaint form from: www.financialarbiter.org.mt. This is without prejudice to any other judicial action which you may resort to.

Protection and Compensation Fund

The Protection and Compensation Fund is a special fund which was established in terms of the Protection and Compensation Fund Regulations, 2003. The aims of the fund are: (i) to pay for any claims against an insurer which have remained unpaid because the insurer became insolvent. These claims must be in respect of protected risks situated in Malta or protected commitments where Malta is the country of commitment; and (ii) to compensate victims of road traffic accidents in certain specified circumstances. Limited compensation may be available under the fund if the insurer becomes insolvent and unable to meet its obligations under the insurance contract. Further information about the fund may be accessed through the following link: <https://www.mfsa.mt/consumers/consumer-awareness-and-education/insurance/protection-policyholders/>.

Condominium Insurance

Insurance Product Information Document

Company: Elmo Insurance

Product: Condominium Insurance



Elmo Insurance Limited | Abate Rigord Street, Ta' Xbiex XBX1111, Malta

Elmo Insurance Limited (C-3500) is registered in Malta. Authorised to carry on general insurance business in terms of the Insurance Business Act (Chapter 403 of the Laws of Malta) and regulated by the Malta Financial Services Authority.

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this type of insurance?

The Condominium Insurance policy provides cover for a block of apartments against loss or damage to Buildings and/or Contents as described in the policy document. It also covers your liabilities as owner or occupier of your home and your personal capacity.



What is insured?

- ✓ The Buildings, Contents of the Common Areas and your legal liabilities. You must refer to your policy schedule for information about the cover you have selected along with the corresponding sums insured.

Buildings and Contents of the Common Areas

- ✓ Physical loss or damage to the property caused by fire, lightning, explosion, smoke, earthquake, storm, tempest and flood, escape of water/oil, theft or attempted theft, impact, riot and vandalism, malicious damage, falling trees, breakage or collapse of television, radio aerials, satellite dish aerials, aerial fittings and masts.

Additional cover under Buildings Section

- ✓ Accidental damage to fixed glass and sanitary fixtures
- ✓ Accidental damage to underground services
- ✓ Loss of rent/alternative accommodation incurred until you restore your home when rendered uninhabitable by any loss or damage under the policy
- ✓ The reasonable and necessary cost of finding the source of water leakage including subsequent repair to walls, floors or ceilings up to €1,000
- ✓ Replacement cost for locks and keys if these have been stolen up to a limit of €600
- ✓ Payment of professional fees, site clearance and other costs which you must pay by law following damage to your property.

Additional cover under Contents of Common Areas Section

- ✓ Loss or damage to contents of the common areas up to a limit of €3,000
- ✓ Loss or damage to contents of the common areas in the open up to a limit of €1,000

Breakdown of Machinery in the Common Areas (Optional Extension)

- ✓ Sudden and unforeseen damage to machinery in the common areas whilst working or at rest; or
- ✓ Being dismantled moved or re-erected for the purpose of cleaning, inspection, repair or installation in another position within the same premises.

Legal Liabilities

- ✓ The legal liability at law as owner or occupier of your buildings and land belonging to you up to €1,000,000
- ✓ Accidental damage to physical property and accidental death, disease, illness or accidental physical injury to any person, including domestic staff up to €2,400,000



What is not insured?

- ✗ Loss or damage caused by subsidence, heave or landslip
- ✗ Loss or damage caused by wear and tear
- ✗ The alteration of faulty design, latent defects, poor workmanship or faulty materials
- ✗ Deterioration, vermin, insects, fungus, rot, climate or atmospheric conditions, the action of light or gradually operating cause
- ✗ Loss or damage by humidity, condensation and dampness
- ✗ Loss or damage caused by you or your household or by your tenants
- ✗ Damage due to corrosion of any fixtures and fittings
- ✗ Pollution or contamination
- ✗ Damage to property belonging to or held in trust by or in custody or control of the insured
- ✗ Injury, death, disease or illness to any of your household (other than your domestic staff)
- ✗ Radioactive contamination, war risks, sonic bangs and terrorism
- ✗ Contents during removals
- ✗ Communicable disease.



Are there any restrictions on cover?

- ! The amount of excess shown in the policy schedule / document
- ! Benefit limits as stated in the policy document
- ! Sums insured as shown on your schedule. This is the maximum amount we will pay in the event of a claim.



Where am I covered?

- ✓ As specified in the Policy schedule and whilst in the Maltese Islands



What are my obligations?

- Information disclosed on your proposal form and claim form must be truthful, to the best of your knowledge and belief, correct and complete. We must be advised of any material facts or changes to this information.
- You take all reasonable precautions to prevent accident, injury and damage.
- You must inform us as soon as possible of any accident, injury, loss or damage which may give rise to a claim under this policy.
- You must inform us if your home is going to be unoccupied for more than 90 days.
- You must pay your premium.



When and how do I pay?

You will need to pay in advance by cash, cheque, credit card or internet banking.



When does the cover start and end?

The cover starts from the commencement date and will end on the expiry date indicated in the policy schedule, unless the policy is cancelled before.



How do I cancel the contract?

You may cancel the policy at any time by writing to us. You may be entitled to a refund on short period basis of your premium as long no claim has been lodged during the current period of insurance.