

Insurance for your home and home contents



INSURANCE FOR YOUR HOME AND HOME CONTENTS

This product guide is valid as of 1 April 2018.

Our insurance services are always with you

vahinkoapu.op.fi

In the event of loss or injury, the number and address of our partner closest to you will be readily made available. You can conveniently report the loss or injury at the same time. To file a report, you need the login identifiers and key code for your online bank.

OP-mobile

As a cooperative bank customer, you can view your insurance policy and any loss or injury on OP-mobile. In the event of loss or injury, the number and address of our partner closest to you will be readily made available. You can conveniently report the loss or injury at the same time. To file a report, you need the login identifiers and key code for OP eServices.

eInsurance Services

Log into the online service at **op.fi** or **pohjola.com** with your user identifiers for OP eServices. You can

- Buy insurance.
- Report a loss and file claims.
- Make changes to your insurance.
- View your insurance documents.

Centralise and realise the benefits.

By concentrating your banking and insurance services with OP Financial Group

- You only need one user ID and password to use banking and insurance services at op.fi or on OP-mobile.
- As a customer-owner you accumulate OP bonuses not only from your banking transactions but also from Vehicle Cover and Extrasure insurance premiums.
- You can use the bonuses to pay for home, family and motor vehicle insurance premiums.
- You can earn considerable banking and insurance discounts.

For more information, please go to **op.fi/edut**.

Phone us

Banking services +358 100 0500

Insurance services +358 303 0303

Call rates

OP +358 (0)100 0500 telephone service:

- As specified in your mobile telephone operator's price list, or
- The same as for normal local calls.

Insurance services number +358 303 0303

- From mobile phones and landline networks in Finland, EUR 0.0835 per call plus EUR 0.12 per minute.

We record customer calls to assure the quality of customer service, among other things. Read more about the subject at uusi.op.fi/dataprotection.

OP Nano an option, too

OP Nano is a digital personal insurance service designed especially for young people where

- all transactions are managed conveniently online regardless of time – no paper mail
- insurance premiums are debited monthly from your payment card – no invoices

You can also comprehensively insure your home and travel abroad.

Read more and buy at www.op-nano.fi.

Let OP Home help you

When you need help for household tasks, renovators to perform work that adds value to your home or you are looking for a new place to live, check out OP Home at **www.op-koti.fi**.

We have compiled in OP Home advice, tips and services to make it easier for you to rent or buy a new home and keep it maintained.

CONTENTS

MyHome insurance3

Liability and legal expenses insurance 10

Points to note..... 11






Extrasure

Home and home contents are included under an Extrasure insurance contract. OP Insurance Ltd is the insurer.

This product guide contains the main content of the policies and the primary exclusions. The details are found in the terms and conditions, which are applied to claims.

MyHome insurance

Theft, water damage or even minor property damage in your home or holiday home can cause annoyance and trouble. Fortunately, you can insure your home.

WHAT DO YOU WANT TO INSURE?	WE WILL PAY COMPENSATION ACCORDING TO THE COVER YOU HAVE CHOSEN (see p. 5) IF A SUDDEN AND UNFORESEEABLE EVENT CAUSES DAMAGE TO	TAKE OUT SEPARATE INSURANCE FOR THESE
Flat  in a block of flats  in a terraced house  in a semi-detached house	<ul style="list-style-type: none">• home contents• parts of a flat	<ul style="list-style-type: none">• the yard around your home and structures in it that are in your use• rowing boat worth more than EUR 1,500, or an outboard motor bigger than 5 hp• valuable item, such as fur or instrument that you often take outside your home
 a detached house  a holiday home	<ul style="list-style-type: none">• a residential building• home contents• soil• the following in the yard (for up to EUR 7,000)<ul style="list-style-type: none">• root cellar, shelter, light structure or building up to 12 m²• wells including their accessories• fixed ordinary structures (such as fence, flagpole, yard light fixture, hot tub)	<ul style="list-style-type: none">• sauna building• outbuilding or structure that is not automatically insured• production facility no longer in agricultural use, for example• property in the above• rowing boat worth more than EUR 1,500, or an outboard motor bigger than 5 hp• valuable item, such as jewellery or instrument that you often take outside your home

Note! A building under construction or renovation may also be insured with MyHome Insurance. Do not hesitate to ask for more information.

Home contents

Home contents are household effects such as

- furniture, clothes, crockery
- interior textiles
- consumer electronics
- hobby and sports gear
- jewellery, paintings and other valuables.

For home contents, we recommend a maximum compensation per loss based on the floor area of the flat you either rent or own; this amount may be changed. The maximum compensation is based on the building's net floor area, if you are insuring a detached house, for example. Estimate what you would have to pay for your home contents today if you had to buy them new. You may need a higher euro amount if your home contents are more valuable than ordinary home contents or if you have valuables such as musical instruments, gold or silver articles or jewellery, fur coats, paintings or collections.

For home contents, we pay compensation on the basis of the actual

loss amount up to the maximum compensation chosen by you.

Remember that an age reduction may be made, see p. 8, and note the separate deductibles for each cover.

When you have insured your home contents, the following objects are always covered, too.

	MAXIMUM TOTAL INDEMNITY
Garden tractors and motorised hobby vehicles (maximum design speed of 15 km/h)	EUR 5,000
Rowing boats	EUR 1,500
Outboard motors of a maximum of 3.7 kW (5 hp)	EUR 1,500
Light-built tarpaulin shelters in the place of insurance and in the yard	EUR 1,500
Pets kept in the home	EUR 1,500
Tools used in gainful employment	EUR 5,000
Cash and other means of payment and securities	EUR 500

Note!

- Pets, tools in gainful employment, cash, other instruments and securities are not included in the contents of a holiday home.
- Tools used in gainful employment are covered provided that you carry out the work in your capacity of a private individual in private or public employment, or in a private firm. Sales stock is not covered by the insurance.
- Your garden tractor is insured under MyHome Insurance in case of fire and natural phenomena and also against criminal acts if you have chosen crime cover. We do not compensate if it is broken.

Home contents in storage or outside the home

In case of damage to property which at the time of loss was kept in an attic, cellar or other storage space adjoining a rented or owner-occupied flat or in a common storage space for sports and recreational equipment, the amount of compensation will be no more than 10 per cent of the moveable property's maximum indemnity.

We will compensate for up to EUR 5,000 if the loss or damage concerns your property you take with you outside your home, holiday home or the above storage spaces but within the Nordic countries.

We will, however, compensate up to EUR 1,000 if your property is stolen from, for example, your car, trailer, boat or tent that is in the yard of your home, workplace, place of study or holiday home or a straight-line distance of 50 km from them. See also the restrictions on p. 6.

Parts of a flat

When you insure a building, such as a detached house, its structures and any fittings and equipment are also covered. If you live in a flat, terraced house or semi-detached, we recommend that you not only insure the moveable property but also part of your home, such as:

Fixed interior decoration and coverings

- parquet, tiling, wallpaper
- panelling
- venetian blinds
- kitchen and bathroom cabinets and wardrobes

Fixed machinery, furniture and equipment

- dishwasher
- refrigerator
- air source heat pumps
- bathtubs, toilets
- boilers
- stoves, sauna stoves, electric ovens, refrigeration device
- powered roof ventilators
- floor heating
- break-in protection equipment
- satellite dishes and other antennae

Constructions

- extra rooms built in attics
- balcony glazing, external awnings
- skylights
- solar panels
- lighting systems
- fireplaces or baking ovens
- internal and external doors

Insure parts of the flat which you have yourself installed, built or had built or the maintenance of which has been made your responsibility under

- the Finnish Housing Companies' Act
- the Articles of Association
- Annual General Meeting decision.

You move into a flat which you have bought and have all the surface coverings renovated, the bathroom rebuilt and balcony glazing put in. You build a new room in the attic and put in an air source heat pump. You can take out insurance for all these parts of a rented or owner-occupied flat using the maximum indemnity. Other than maximum indemnity is not considered to be proper insurance cover.

We will propose a maximum compensation per loss for the parts of your flat which you can change later, should you wish to do so. We make our proposal based on the floor area. Consider whether what we suggest to you is sufficient: how much would it cost to renew those parts of the flat including costs of materials and labour, if they were damaged?

Loss or damage to parts of a flat will be compensated up to the maximum amount of loss you have chosen, provided the property owner is not liable for the damage. Remember that an age reduction may be made (see p. 8) and note the separate deductibles for each cover.

Lessor's insurance

With lessor's insurance, you can ensure that your buy-to-let home is always properly covered. As a lessor you can insure surface or bathroom renovation performed in the flat, for which real estate insurance or your lessees home insurance does not necessarily provide any cover. For a buy-to-let home, you can select the maximum compensation and deductible you want and the losses you want covered.

We do not cover any loss or damage caused by a lessee or his/her family member deliberately or through gross negligence such as, for example, vandalism or theft. We do, however, cover damage loss from fire and pipeline leakage. Read more about buy-to-let home insurance at uusi.op.fi.

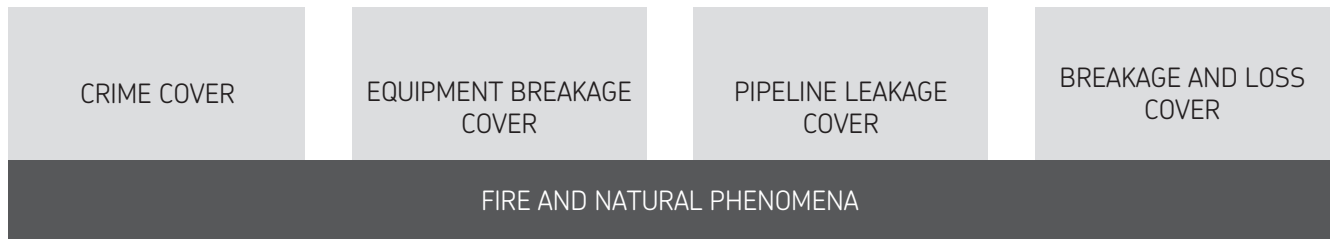
Valuables insurance

Valuables insurance provides cover to property you take outside your home, such as valuable jewellery, camera, fur, instrument or hobby gear. Valuables insurance covers sudden and unforeseeable damage. Please contact us for more information.

Small boat insurance

Rowing boat and outboard motors of max. 5 hp are included in the insurance when you insure your home contents. You will need small boat insurance for boats worth more than EUR 1,500 and outboard motors of 6–20 hp. Choose Boat Insurance to insure a larger boat with a motor that is bigger than 20 hp. Please contact us for more information.

MyHome Insurance coverage



Cover for fire and natural phenomenon is always included in MyHome insurance. The other types of cover can be added if necessary.

MyHome Insurance covers sudden and unforeseeable losses caused by events explained below. Any cover under which compensation is sought must be valid at the time of the accident.

We will pay compensation for **fire and natural phenomena** damage caused by

- fire, soot or explosion
- heavy rain
- storm
- heavy hailstorm
- lightning or whirlwind
- exceptional freshwater or saltwater flooding

We consider it an exceptional flood when a storm wind raises the water level or if the water rises to a level that is only likely to occur once every 50 years or more. For example, a river that overflows every spring is not exceptional.

During heavy rain, water flowed into the cellar of a detached house because the drainage wells did not drain away the water fast enough. The house was built according to building regulations. We will indemnify the water damage to the building under the cover for natural phenomena.

Under crime cover we indemnify losses caused by

- theft
- robbery
- burglary
- vandalism

We also provide coverage if garden furniture, a pram, outdoor grill or a locked garden tractor, bicycle or rowing boat kept outdoors is stolen.

Under equipment breakage cover, we pay compensation if pipes or electrical wires break or if a machine or a piece of technical equipment, for example an air source heat pump or a boiler, in your house breaks or if household machines break without any external reason due to an electrical phenomenon or a mechanical reason.

A three-year-old washing machine suddenly stops working in the middle of a wash programme because of a short circuit. The machine is no longer under warranty. The washing machine is indemnified under the equipment breakage cover. See age reduction on p. 8.

Under pipeline leakage cover, **we pay compensation when a building's fixed pipework or a household machine installed in the house breaks and causes water damage, for example, to the parquet floor and furniture.**

A washing machine breaks in a block of flats and water leaks onto the parquet, which is damaged. If that part of the flat is insured, parquet damage is indemnified under pipeline leakage cover.

Under breakage and loss cover, **we pay compensation when your property is damaged as a result of an external event, or you lose the property. For example, if a television falls when being moved or a paint pot falls and paint is splashed on a brick wall. Under this cover, the insurance will never cover any damage or loss covered by any of the other types of cover mentioned above.**

Deductible

You determine the deductible for each type of cover you choose. The deductible is the euro amount you have to pay yourself in the event of loss or damage. We pay the rest of the coverable costs after any age reductions (see p. 8). The lowest deductible is EUR 150 per cover. The higher the deductible, the lower the insurance premium.

We recommend that you choose a EUR150 deductible for cover for fire and natural phenomena and crime cover: you do not have to pay the deductible if you are our owner-customer and you have insurance policies from three product lines and if the amount to be compensated for natural phenomenon or crime exceeds EUR 150.

We do not subtract any deductible

- when a fire extinguishing or leakage alarm system has restricted or mitigated damage or loss caused by a fire or leak
- when a burglar alarm was set off appropriately in a burglary
- when the dwelling or building was broken into through a door secured with a safety lock
- in connection with certain age and leakage reductions, see pp. 8–9.

MyHome Insurance does not compensate

- if your roof is leaking.

We compensate if a storm wind or falling tree breaks the roof and causes it to leak.

- design, foundation, installation and construction errors or damage caused by these
- if liquid leaks through moisture insulation in the structures or through the joint of pipes and structures, or when the loss is caused by an unapproved connection.
- damage caused by rising damp.

You can receive compensation from the builder within the guarantee period in case of a construction defect.

- loss of or damage to an object caused by wear and tear, rusting or other equivalent gradual phenomenon.

You may receive compensation from the vendor in case of manufacturing faults.

- if something kept outdoors, such as laundry, is stolen.

However, we compensate if garden furniture, a barbecue or a pram is stolen.

- loss or damage caused to computer hardware or software by viruses.

We will compensate your computer if it falls and is broken.

- if your sports gear is broken when it is being used.

We compensate if hobby gear is broken through third-party negligence.

- if a dog scratches the sofa, bites shoes or relieves itself on the carpet.

We compensate if your dog accidentally knocks your TV set on to the floor.

- if saltwater or a freshwater flood causes damage and the building was built without permission or not in conformance with a permit.

We compensate exceptional damage if a building has been built in conformance with the permit and has no construction faults.

- loss or damage caused by the weight or movement of ice or snow, provided that the loss or damage has not been caused by exceptional freshwater or saltwater flooding.
- loss or damage caused by property disappearing or being left behind.
- loss or damage caused by insects, rats, mice, squirrels, moles, hares or rabbits
- loss of or damage to horticultural, agricultural or forestry products or garden plants caused by natural conditions
- if money or valuables are stolen from a car, trailer or tent
- if optical or electronic appliances or power tools are stolen from a trailer.

Property not covered under MyHome Insurance

The following, for example, are never covered

- the property's French drain
- jetties, shoreline constructions and structures
- data, files or software on the IT equipment
- manuscripts, dissertations and theses
- vehicle parts, accessories and equipment
- motor vehicles and trailers in use which as a rule are insured under OP's Motor Vehicle Cover.
For further information on motor vehicle insurance, please contact us.

Insurance pricing

Each cover in MyHome Insurance is priced separately to correspond with the risks as closely as possible. The overall price of the insurance policy depends on the details of the object of insurance and the policyholder, and insurance cover choices made.

Things that affect the price when you buy the insurance and while it is valid include

The following information in all objects that are insured:

- Location of the object to be insured and year of construction
- Policyholder's age
- Purpose of use, e.g. as a private dwelling for yourself or for letting.

Additional data needed about dwellings in blocks of flats, terraced houses and semi-detached houses:

- Floor area according to the Articles of Association

Additional data needed about dwellings, holiday homes, utility and sauna buildings:

- The building's total floor area, see figure opposite.
- The building frame
- Electricity
- Method of heating
- Installation year of service water pipework and heating pipe network, which also affects the amount of indemnity, pp. 8–9.

Insurance cover choices:

- Covers and their deductibles, p. 5
- Maximum compensation for home contents and parts of your flat, p. 4
- Loyalty benefits for using our banking and insurance services: with OP bonuses, your insurance bills may be reduced to nothing.
- Number of instalments: if you pay in one instalment, you will receive a 2.5% discount.

The information concerning the insurance must be correct. because if it turns out later that the information you have given, for example the floor area, is incorrect or incomplete, the indemnity may be reduced or denied altogether, or your insurance contract may even be cancelled.

Change in premium

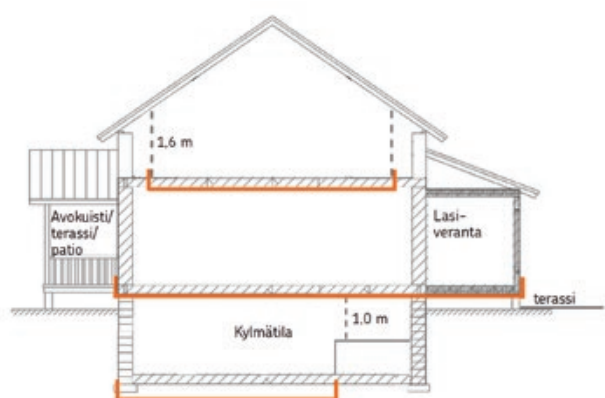
The insurance premium will change annually as the value or condition of a pricing factor changes. The premium level changes annually especially on the basis of the insured object, any pipes and the age of the policyholder, because these have been found to correlate with claims paid to customers.

We weigh the policy's existing pricing factors' effect on the premium price on the basis of claims paid out, and review the price to ensure that the price can meet the potential risk involved. We will also review the premium annually if necessary on the basis of claims expenditure and for reasons explained in the general terms and conditions. The insurance premiums and maximum indemnities are tied to either the construction cost index or the consumer price index.

In addition to the above, the insurance company has the right to make changes owing to bonus, customer loyalty and owner-customer matters or other similar reasons. The premium amount is affected, at the time the policy is taken out and also later during its validity by any customer benefits and discounts, the amounts, grounds for granting, duration and validity periods of which may change, for example, when a fixed-period discount or campaign discount comes to an end.

How is the total floor area of a building calculated?

The building's total floor area is the sum of each storey's floor area, calculated by the exterior dimensions. All unheated areas with additional structures are also included. If the building has low-ceiling rooms or lofts, only the parts where the ceiling is at a height of more than 160 cm are included. Open porches, outdoor balconies, terraces, carports and other open spaces in connection with the building are not included.



Of what type is the building's frame structure?

The frame structure is determined by what structure is the most prominent above ground level. For example, if the foundation and the first storey are made of wall blocks but the next storey on top is made of timber, it means that the frame structure is wood. Other frame structures are, for example, stone and steel.

Look after your property

Safety regulations included in the insurance terms and conditions tell you how to act in order to prevent or reduce loss or damage. If you

failed to follow safety regulations and this contributed to the loss or damage, the compensation may be reduced or not be paid at all. The insurance terms and conditions contain the safety regulations in full. This is a summary of them.

How to prevent fires

- Make sure that the fire alarms are working on each floor of the building and that you have the number of alarms required by official regulations.
- Have a chimney sweep come round once a year to sweep the fireplaces and flues.
- Switch off domestic appliances after use.
- Place candles and outdoor candles on a non-flammable base and keep them under supervision.
- Keep ashes from a fireplace in a non-combustible lidded container until they have fully cooled.
- Remember that placing clothes or any other flammable material near the sauna stove is forbidden.

How to prevent theft and burglary

- Lock the doors, windows and hatches of all buildings and storage rooms.
- Do not hide keys to your home or storage space in their vicinity.
- Change or re-key the lock if there is reason to believe that the key is held by an unauthorised person.
- Always keep an eye on property you are carrying with you.
- Carry your cash, securities and valuables as hand luggage.
- Do not leave cash, payment instruments or securities in a hotel room.
- Lock the boot or pannier of your motor vehicle and the storage space in your trailer or outside your boat and make sure they cannot be unfastened without using tools.
- Lock your trailer with a device which prevents it from being coupled to a drawing vehicle or in such a way that it is clearly difficult to move.
- Do not leave any of your property in a tent without supervision.

How to prevent leakage and flood damage

- When using a shower, make sure that the water flows properly and that there are no sewer blockages.
- Make sure that your washing machine is always connected to the water mains by an individual cut-off valve and pressure-proof filling hose. Keep an eye on the washing machine when it is in use and check that there are no leaking joints. Close the cut-off valve once the wash programme is finished.
- The dishwasher must have a safety tray under it.
- Turn off the water pump and close the main valve if the building is left without supervision for over a week. If you have no heating on during the winter, run all the water out of the pipes and any related equipment.
- Oil tanks and related oil pipes must be checked every tenth year. Steel tanks must be checked after their tenth year of use and every fifth year from then on.
- Make sure the property's ditches and French drains as well as the building's sewage system are kept operational.

In case of loss or damage

The number and address of our partner closest to you will be readily made available on OP-mobile, online or by telephone. You can conveniently report the loss or injury at the same time. To file a report online or on OP-mobile, you need the login identifiers and key code for your online bank.

- vahinkoapu.op.fi
- OP-mobile
- elInsurance Services at op.fi or pohjola.fi
- Insurance services number +358 303 0303

Do not clear up after the damage or dispose of any damaged objects. We can usually find a repairer for your property or a place where equivalent property can be bought.

Your compensation will be what your property was worth just before the loss. When a damaged object or, for example, a building is replaced by a new, similar one put in the same place and intended for the same use, we say that compensation is based on the replacement value of the object in question.

The value of an object, however, may have decreased to less than 50 per cent of an equivalent new one owing to, for example, age, use and suitability for its intended purpose. If this is the case, we will compensate according to its current value.

Age reduction in case of home contents compensation

ASSETS	AGE REDUCTION
Household appliances	10%
Digital cameras	20%
Other electronic appliances and optical instruments	10%
Bicycles and motor tools and machinery	10%
Outboard motors	5%
IT equipment, such as computers, mobile and smartphones and their peripherals	25%
Spectacles, clothes, accessories, footwear, sports equipment and sports gear	25%

$$\begin{aligned}
 &\text{Replacement value} \\
 &\quad - \text{age reduction} \\
 &\quad - \text{deductible} \\
 &= \text{Compensation to you}
 \end{aligned}$$

The age reduction percentage is computed by multiplying the percentage in the above table by the number of full calendar years following the year the object was first used.

However, with respect to mobile and smartphones, the reduction is computed by calculating the percentage figure by the number of each commenced year following the year the equipment was first used.

The maximum age reduction is 70%. Age reduction is not applied to the costs for repairing an object, but the compensation cannot exceed the remaining value following an age reduction.

A TV bought in early 2014 is broken beyond repair in February 2017. The price of an equivalent new television is EUR 700. You buy a new TV. The deductible you have chosen for the breakage and loss cover is EUR 150. The compensation paid is EUR 410, calculated as follows: EUR 700 – (EUR 700 x 10% x 2 yrs) – EUR 150.

Age reduction in case of machine, equipment or pipe breakage in a building or a flat

ASSETS	AGE REDUCTION
Tanks, waste water, rainwater, supply water and heating pipes of the building, other than those located in the ground slab	3%
Copper and plastic pipes in the ground slab and underground	3%
Other pipes in the ground slab and underground	6%
Swimming pool equipment, burglar alarm equipment, frameworks and operating mechanisms of external awnings	10%
<i>Stoves, range hoods, refrigerators, dishwashers and sauna stoves</i>	10%
Central-heating equipment, heat exchangers and conveyors, boilers with tanks, tanks underground or in the ground slab, adjustment and control equipment, heating cables, electric radiators, air-conditioning and refrigeration equipment and electric motors and other equipment	6%

$$\begin{aligned}
 &\text{Replacement value} \\
 &\quad - \text{age reduction} \\
 &= \text{Compensation to you}
 \end{aligned}$$

The age reduction percentage is computed by multiplying the percentage in the above table by the number of full calendar years following the year the machine/equipment/pipes were first used.

If we apply the age reduction, we do not charge the deductible unless for property printed in italics in the table. However, the age reduction is at least equal to the deductible amount.

Age reductions are also made on

- costs of opening and closing the structures of a building
- costs of excavating and filling.

Age reductions are not made on

- fire damage
- costs arising from locating faults and damage
- electric cables.

Leakage reduction

A leakage reduction is made when a leaking service water pipework or a heating pipework causes damage to a building. A leakage reduction is made, for example, on the costs of pulling down, repairing and drying the structures of a damaged building.

Leakage reductions made in case of loss or damage compensated under the pipeline leakage cover

AGE OF PIPES	LEAKAGE REDUCTION OF THE LOSS AMOUNT
≤ 34 years	0%
35–49 years	30%
≤ 50 years	60%

The age of the pipes is calculated as the number of full calendar years following the year the pipes was installed.

$$\begin{aligned} & \text{Repair costs} \\ & - \text{leakage reduction} \\ & = \text{Compensation to you} \end{aligned}$$

Note! No deductible is subtracted following a leakage reduction. The leakage reduction is, however, at least equal to the deductible you have chosen for the pipeline leakage cover.

If you receive compensation under more than one insurance, for example, equipment breakage cover for pipeline breakage and pipeline leakage cover for building repairs, we only subtract one deductible, the highest one involved.

A copper pipe that is part of the building's water supply system in the ground slab has leaked and the water has damaged the building. The costs for repairing the pipe totalled EUR 1,700, while the damage caused to the building by the leakage including drying costs were EUR 5,000. The loss totals EUR 6,700. The pipe is compensated under equipment breakage cover, and the damage caused to the building by the leakage under pipeline leakage cover. The deductible chosen for both covers is EUR 300.

Example 1: The water supply pipes were installed in 2007 and the damage was detected in 2017. We will subtract an age reduction based on the pipes' age for the pipework costs. The compensation paid under equipment breakage cover is EUR 1,241, calculated as follows: EUR 1,700 – (EUR 1,700 x 3% x 9 yrs). No deductible is subtracted, but the age reduction is at least equal to the deductible you have chosen for the equipment breakage cover.

No leakage reduction is made from the repair and drying costs for the building, because the age of the water supply system is less than 34 years. There is no deductible in this case, because an age reduction has already been made under the equipment breakage insurance. The compensation paid under the pipeline leakage cover is EUR 5,000. We will EUR 6,241 for a loss that totals EUR 6,700.

Example 2: The water supply pipes were installed in 1975. Because the age reduction exceeds 100% (3 x 41 yrs), we will not pay any compensation under the equipment breakage cover. You will receive EUR 3,500 = EUR 5,000 – (EUR 5,000 x 30%) in compensation under the pipeline leakage cover.

For the damage, which totals EUR 6,700, you will receive EUR 3,500 in compensation.

What if a fire destroys a building?

No age reductions are made in the case of fire damage to buildings. The amount of indemnity is determined in accordance with the above-mentioned regulations concerning the replacement value and the current value.

Example of compensation calculation on the basis of current value

Your house is destroyed in part in a fire.

- replacement value EUR 100,000
- current value EUR 40,000
- repair costs EUR 15,000
- deductible for fire and natural phenomena cover EUR 1,000

You decide to repair the building. You will receive EUR 15,000 in compensation, from which we will subtract the deductible for the cover for fire and natural phenomena.

You do not repair the building. We will compensate a sum of the current value that is the same percentage that was damaged, that is 14% (EUR 15,000 – deductible EUR 1,000) / EUR 100,000. You will receive a compensation of EUR 5,600 (14% x EUR 40,000).

The building is completely destroyed. You will receive EUR 40,000 in compensation based on the current value of the building, because its value has decreased by over 50% of the replacement value.

Example of compensation calculation on the basis of replacement value

Your house is destroyed in part in a fire.

- replacement value EUR 100,000
- current value EUR 80,000
- repair costs EUR 15,000
- deductible for fire and natural phenomena cover EUR 1,000

You decide to repair the building. You will receive EUR 15,000 in compensation, from which we will subtract the deductible for the cover for fire and natural phenomena.

You do not repair the building. We will compensate a sum of the current value that is the same percentage that was damaged, that is, 14% (EUR 15,000 – deductible EUR 1,000) / EUR 100,000 x EUR 80,000 = EUR 11,200.

The building is complete destroyed and you are going to build a new one. We compensate the building's replacement value, that is, EUR 100,000 less the deductible.

Additional housing costs

We compensate reasonable additional housing costs that have been agreed upon in advance (but no meal expenses) for up to 10% of the property's maximum compensation per month if you have to move out for a while owing to a coverable loss. In the case of fire damage, costs are indemnified for a maximum of 12 months, and in the case of other damage for a maximum of 6 months.

Liability and legal expenses insurance

You may inadvertently cause another person a loss for which you are liable. You may also need legal aid if you find yourself in a situation when a court case is the only way to look after your interests.

Unless you have agreed otherwise with us, liability insurance and legal expenses insurance also enter into effect when you insure your home contents by taking out a MyHome insurance policy. Travel liability and travel legal expenses insurance enter into effect when you take out an insurance policy for your luggage. Do not hesitate to ask for more information.

Liability and legal expenses insurance policies are valid in the Nordic countries. The policies cease to be valid when insurance for your home contents terminates.

If you have taken out forest insurance with us, liability and legal expenses insurance related to your forest property are also included.

Those insured are the policyholder and the persons residing permanently in the same household with the policyholder.

	SUM INSURED, EUR	DEDUCTIBLE
Liability insurance	EUR 170,000	EUR 150
Legal expenses insurance	EUR 10,000	15%, a minimum of EUR 200

Liability insurance

We will compensate losses or injuries you or your family member causes to other people or their property. Compensation can only be paid if you are by law liable to compensate and you did not cause the loss deliberately or through gross negligence. We will also compensate for damage caused by your child who is under 12 years of age even if the damage was caused deliberately. We will find out whether you are liable to pay compensation. Leave it to us to take care of right away instead of going ahead on your own.

We may compensate, for example

- a valuable glass object that you drop in a shop
- if your child scratches your neighbour's parked car with his bicycle
- if your child drops a neighbour's computer by accident
- medical expenses if your dog bites a passer-by
- medical treatment expenses if a passer-by slips on the pavement of a house you have insured.

Liability insurance does not cover everything, however. We provide no compensation for loss or damage

- that was caused wilfully or through gross negligence
- that was caused to yourself or your family member
- that you or your family member causes to an item or vehicle borrowed from someone outside your family
- that was caused in the course of professional, business or wage-earning activity
- that was caused with a motor vehicle in traffic
- that was caused with a water craft that must be registered or a sailing boat more than 5.5 metres in length. You can insure these with Boat Insurance. Do not hesitate to ask for more information.

Legal expenses insurance

We will compensate **legal expenses you have incurred as a result of resorting to legal counsel in a disputed civil case, criminal case or non-contentious civil case concerning your private life. An insurance event is a dispute or charges that have been raised during the validity of the policy. If the insurance has been valid for less than 2 years at the time, the matters on which the dispute is based or the charges that were raised must also have arisen during the validity of the insurance. By coverable dispute we mean that you or your opposing party dispute each other's claims in terms of grounds or amount. Inform us without delay in writing if you are in a situation like this.**

Note! Make sure that your legal expenses insurance remains valid without interruption if you make changes to your home insurance or change insurance companies.

You bought a detached house on 5 June 2016. You did not take out insurance until 12 June for the house and home contents with MyHome Insurance, which includes legal expenses insurance. Your previous home's home insurance and the legal expenses insurance included in it expired on 5 June 2016. You detected mould damage in the summer of 2017 and demanded a reduced price from the seller, who refused. Although the legal expenses insurance was valid when the dispute arose, the insurance is not available to you, because it had not been valid for 2 years and the grounds for the dispute (that is, the sale) arose before the policy's inception.

Compensation in criminal cases requires that charges have been raised and that you are the complainant. We will also compensate your legal defence expenses if someone as a complainant makes charges against you but the public prosecutor is not demanding punishment for the same act.

Loss events covered under the insurance have been defined in detail in the insurance terms and conditions.

Legal expenses insurance does not cover everything. We do not compensate expenses, for example, in matters that

- are related to business or gainful employment, work or official post or other main or ancillary wage-earning activity of the insured
- concern a divorce or the cancellation of a registered partnership, or property disputes or other claims connected with a divorce or separation
- are related to the custody or habitation of a child, or maintenance liability or parental access
- involve you or your family member as the owner, keeper or driver of a motor vehicle or water craft subject to registration
- are related to real estate, a building, or an apartment which is other than your permanent home or holiday home. This restriction does not apply to a buy-to-let homes if you and your family members own a total of just one buy-to-let home.
- involve you or your family member being charged by the public prosecutor

In addition to the above, we do not compensate, apart from a few exceptions, any legal expenses you have been ordered to pay or which you have agreed to pay.

Points to note

General cover restrictions and exclusions

We do not cover any loss or damage caused wilfully or through gross negligence. Moreover, the insurance policies do not cover nuclear accidents or loss or damage indemnified under a specific guarantee, law or other agreement.

Inception and termination of insurance and the minimum payment

Your policy will come into force as soon as we have received your insurance application. If you wish, you may choose a later date of commencement. If the policy cannot be granted, we are not responsible for any damage. The insurance will remain effective for an agreed fixed period or until further notice but you may give notice of termination of the insurance at any time.

Note! During the insurance period, we may charge an insurance-based minimum premium.

If the bill for the premium is not paid by the due date, we can terminate your insurance contract automatically with two weeks' notice. We also charge penalty interest and collection costs.

The insurance can also be terminated if the policyholder or the insured has

- provided incorrect information
- failed to observe the safety regulations
- caused loss or damage wilfully or through gross negligence
- increased the risk of loss or damage, for example by giving property to the use of a third party.

The policy may be changed annually

We have the right to alter the insurance terms and conditions, and premiums and other terms of contract at the end of your insurance period on the basis of

- new or amended legislation or a regulation issued by the authorities
- unforeseen change in circumstances, such as an international crisis
- change in claims expenditure or index
- a change in interest rates concerning life insurance.

Please note that various price factors affect the insurance premium at the moment of purchase and that, on that basis, the payment may also change while the insurance is valid. The price factors affecting the insurance are available in conjunction with the product description.

We may also make minor changes to the insurance terms and conditions and other terms of contract provided that the changes do not affect the primary content of the insurance contract.

The insurance company has the right to make price changes as a result of bonus and customer loyalty and other similar reasons. The premium amount is affected, at the time the policy is taken out and also later during its validity by any customer benefits and discounts, the amounts, grounds for granting, duration and validity periods of which may change, for example, when a fixed-period discount or campaign discount comes to an end.

Insurance sales commissions

The insurance company will pay a commission that is either a percentage of the insurance premium or a fixed fee based on the number of policies sold. The commission and its amount are affected by the insurance product and sales channel. The commission is paid to the agent or insurance company employee.

How to claim indemnity

A claim for compensation must be made within 12 months from the date when you became aware of the validity of the insurance and received information about the loss or damage and its consequences and, at the latest, within 10 years of the occurrence of the loss or damage or, in the case of insurance taken out against bodily injury or liability for damages, the damaging consequences were caused.

Advice concerning compensation and insurance policies

We advise you on insurance policies and claims at +358 (0)10 253 1333.

External advice

- The Finnish Financial Ombudsman Bureau (FINE), tel. +358 (0)9 685 0120, www.fine.fi/en

You can file a complaint or an appeal related to insurance and claims decisions

- Customer Ombudsman asiakasiamies@op.fi
- The Finnish Financial Ombudsman Bureau and Insurance Complaints Board (FINE), tel. +358 (0)9 685 0120, www.fine.fi/en
- Consumer Disputes Board, tel. +358 (0)10 366 5200, www.kuluttajariita.fi
First contact: www.kuluttajaneuvonta.fi.
- Traffic Accident Board, tel. +358 (0)10 286 8200, www.liikennevahinkolautakunta.fi

You may also submit the case to court within three years of our decision.

Confidentiality

We will handle your personal data according to the law, Privacy Statement and Privacy Policy and also make use of automatic decision-making in insurance and claim settlement decisions.

When you buy an insurance policy, any automatic decision to grant the policy will be based on the information you have submitted, our customer register and the credit information register, in accordance with our customer selection guidelines. Should a loss occur, any automatic decision by us will be based on the loss details you have provided, on the insurance terms and conditions and our customer register, as well as information in the joint claims register kept by insurance companies. The insurance policy is also terminated automatically in the event of the non-payment of premiums.

Read more about privacy protection at www.uusi.op.fi/dataprotection.

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Domicile: Helsinki, main line of business: insurance operations

Pooling our resources.

