

Insurance for your home and home contents

Product guide, valid as of 1 April 2020




Pohjola Insurance




Home Insurance for every home


Protect your home and home contents with MyHome Insurance by Pohjola Insurance. The insurance protects your home and belongings against loss and damage. You can take out MyHome Insurance for any home and choose an insurance cover best suited to your needs.

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1 Comprehensive Home Insurance with all covers

To choose Comprehensive Home Insurance for your home, include all MyHome Insurance covers as well as legal expenses insurance and general liability insurance.
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2 Owner-customers' OP bonuses and deductible benefit of 250 euros

As an OP cooperative bank owner-customer, you receive discounts on insurance and earn OP bonuses which you can use to pay costs such as insurance premiums. As an owner-customer, you also receive a deductible benefit of 250 euros in loss or damage due to fire, natural phenomena or crime when the amount of compensation exceeds the deductible. If your deductible is lower than 250 euros, the amount of benefit is equal to the amount of deductible selected.
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3 Pohjola Claim Help is available on OP-mobile and at claimhelp.pohjola.fi

Pohjola Claim Help provides clear instructions for different types of loss and damage, as well as the contact details of your nearest Pohjola partner to assist you in the loss. Our partner will sort you out in no time – often without even having to fill in a loss report.
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Calls from mobile phones and landline networks in Finland at EUR 0.0835 per call plus EUR 0.12 per minute. We record calls to assure the quality of customer service, among other purposes. Read more about privacy at op.fi/dataprotection.

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Insurance for your home and home contents is issued by Pohjola Insurance Ltd. The insurance policies are part of the Extrasure insurance contract. The Claim Help service is provided by Pohjola Insurance Ltd. This product guide describes the main content of the insurance and the primary restrictions. The product name of the offered home insurance policy is MyHome Insurance. Detailed information and the grounds for compensation are listed in the Extrasure insurance terms and conditions for Insurance for your home and home contents.

Good to know about home insurance

Home Insurance provides cover against unpleasant surprises, from broken appliances to fire or water damage. On this page, we explain the basics of what you should know about home insurance.

When is home insurance needed

You need home insurance when no other person living in the same home with you has taken out insurance. Typically, your first home insurance is taken out when moving away from your parents to your first home. Your home may change over the course of your life, but you will always need home insurance. Remember to update your insurance cover whenever you are moving homes. Read more on page 18.

Insurance coverage

We always recommend that you take out the most comprehensive possible cover against accidents such as fire, natural phenomena and water damage, as well as burglary, broken household items and other sudden and unforeseeable losses. Read on to learn what types of losses remain wholly your own responsibility if you choose less comprehensive coverage.

Maximum compensation for movable property and dwellings

The maximum compensation is the upper limit which your insurance can pay out in the event of loss or damage. Take care to ensure that the maximum compensation for your home contents, surface materials and fittings is sufficient.

Full value insurance for buildings

We typically insure buildings for their full value, which means that when taking out the insurance, you only need to provide accurate information about the object of insurance. In this way, the building will always have the right level of insurance coverage.

Exclusions and safety regulations

Insurance does not cover all losses, so be sure to read the exclusions carefully. You must also follow our safety regulations in order to prevent losses. Otherwise, your claim may be rejected or reduced.

Age reductions

Much like you cannot sell second hand property for its original value, the purpose of insurance is not to replace a broken item with a new, identical one.

Deductible

Your deductible is the amount subtracted from the amount of compensation which you must pay in the event of loss or damage. By selecting a higher deductible, you save on insurance premiums.

Did you know?

In terms of consequences, fire and water damage are the most severe forms of property damage compensated by us. Every year, we compensate more than 50 million euros to our home insurance customers as the result of fire and water damage.



Suitable home insurance depends on your type of home

Make sure that your insurance covers everything that is necessary. See the next page for more about insurance coverage.



I live in a housing company, such as a block of flats or terraced house

If your home is in a housing company, such as a block of flats or terraced house, insure your belongings, surface materials and fittings, such as laminated flooring, fixed cupboards in the kitchen and bedroom, and bathroom tiles.

Belongings (Home contents)

Your insurance covers belongings which are stored in your home and in daily use, such as home electronics, tableware, clothes, furniture and hobby/sports gear. Read more on page 9.

Surface materials and fittings (Parts of a dwelling)

In your home insurance, you should always include cover for your home's surface materials and fittings, such as laminated flooring and fixed cupboards in the kitchen and bedroom. Read more on page 10.

Remember to also make sure that your general liability and legal expenses insurance is always valid.

General liability insurance is necessary when you cause loss or damage to others for which you are liable by law. For example, if you cause water damage in the housing company, general liability insurance may cover the damage to the building's structures. Legal expenses insurance covers the costs of legal counsel in private disputed civil cases and criminal cases. Read more on page 16.



I live in a detached house or own a holiday home

As an owner of a detached house or holiday home, you must insure the building and movable property. Be sure to also insure any other buildings on the property, such as a garage in your yard.

Building insurance

Building insurance covers the detached house and its structures, for example. The insurance also covers

- machinery and equipment permanently fixed to the building and which serve its use
- oil tanks on the property and electrical cables and other cables, conducting wires and pipes up to the municipal or other public utility connection.

Read more on page 8.

Belongings (Home contents)

Your insurance covers belongings which are stored in your home and in daily use, such as home electronics, tableware, clothes, furniture and hobby/sports gear. Read more on page 9.

Small outdoor structures

When you insure a detached house or holiday home, the insurance also covers the soil and garden of the tended grounds up to an area of one hectare. The insurance also covers the following up to EUR 7,000:

- root cellars, open shelters, light-built structures and buildings of a maximum of 12m² in floor area
- wells and their equipment and standard fixed structures, such as fences, flagpole, outdoor lighting and hot tub

Other structures and outbuildings larger than 12 m² must be insured separately. Outbuildings with sauna must always be insured separately.

Insurance coverage – we recommend comprehensive home insurance for you

On the previous page, we explained the types of property you should insure, depending on your type of home. In addition to this, the level of coverage you have selected for your MyHome Insurance is essential. Be sure to carefully read the exclusions from insurance cover.

- ✓ **Comprehensive Home Insurance** means that you have insured both your home contents and the buildings, or your home's surface materials and fittings. Comprehensive Home Insurance also always includes general liability and legal expenses insurance.
- ✓ **Basic Home Insurance** does not cover damage from, for example, dropping your mobile phone or to home appliances or pipes, or if your home suffers moisture damage due to a cause other than a leaking pipe in the building.

What is reimbursed?	Comprehensive	Grund
Breakage and other unexpected losses (Breakage and Loss Cover, Equipment Breakage Cover): We reimburse losses caused by your property becoming damaged or lost due to some sudden and unforeseeable event. We reimburse, for example, broken mobile phones, home appliances or building pipes.	✓	✗
Leakage damage (Pipeline Leakage Cover): We reimburse damage to your property due to a broken pipeline or leakage of water from an appliance connected to a pipeline.	✓	✓
Loss or damage due to theft or vandalism (Crime Cover): We cover damage to your property in or outside the home due to theft, vandalism, burglary or attempt thereof.	✓	✓
Fire, smoke and soot damage (Fire and Natural Phenomena Cover): We compensate damage to your property due to fire, explosion, smoke or soot, for example.	✓	✓
Natural phenomena damage (Fire and Natural Phenomena Cover): We reimburse damage to your property due to storm wind, heavy rain or exceptional flood, lightning strike or heavy hailstorm.	✓	✓
Temporary housing (Additional housing costs): If your home becomes unlivable due to a loss compensated by the insurance, we will reimburse the additional costs of temporary housing. We reimburse additional housing costs agreed in advance up to 10% of the maximum compensation for your movable property per month. Compensation is payable for up to 12 months in fire damage and six (6) months in other types of damage.	✓	✓
Cover for moving house: When moving homes, the insurance covers your property during the move and in both the new and old home for two (2) months from the start of the move. When moving homes between housing companies, the cover for moving house also applies to surface materials and fittings.	✓	✓
Luggage in the Nordic countries: Home insurance covers damage to your luggage in Finland and in all Nordic countries. The maximum compensation is EUR 5,000. However, losses outside the Nordic countries and luggage delays, for example, are not covered by home insurance. For this, you may need separate luggage insurance.	✓	✓
General liability insurance: We cover losses or injuries caused by you or persons living with you to other people or their property in the event that you are held liable for damages under law. Read more on page 16.	✓	✓
Legal expenses insurance: We cover legal expenses incurred from disputed civil cases and criminal cases. Read more on pages 16–17.	✓	✓

MyHome Insurance always covers damage due to fire, smoke, soot and natural phenomena (Fire and Natural Phenomena Cover). In other respects, the scope of coverage can be customised according to your needs. You can also take out insurance only for the building itself.

What does the insurance not cover?

Even the most comprehensive insurance does not cover everything. Insurance does not, for example, reimburse loss or damage caused deliberately or through gross negligence. All exclusions on coverage are listed in the insurance terms and conditions.

✘ The insurance does not cover, for example

- damage caused over time and that resulting from wear and tear, rust, corrosion, mould, decay or fungal growth.
- damage caused by liquid leaking through moisture insulation in structures, or through the joints of pipes and structures
- damage caused by rising damp
- damage caused by flooding to a building built defectively, without a permit, or not in conformance with the permit.
- damage caused by the weight or movement of ice or snow
- damage to the roof, except in cases where the roof was damaged by storm
- damage caused by pests, such as insects or rodents
- damage resulting from a manufacturing error or the incorrect use of an object
- design, foundation, installation and construction errors or damage caused by these
- lost or forgotten property / damage caused by computer viruses or data breaches.
- damage to sports/hobby gear sustained when using the equipment for its intended purpose
- theft of property stored outdoors, with the exception of items such as outdoor furniture, a barbecue, pram, or locked bicycle.
- damage caused by a dog scratching the sofa, biting shoes or relieving itself on the carpet.
- theft of money or valuables from a car, trailer or tent. Nor will the insurance cover the theft of power tools from a trailer.

Look after your property: safety regulations

Read the examples below and follow the safety regulations listed in the insurance terms and conditions. Your claim may be rejected or the amount of compensation reduced if failure to follow the safety regulations contributed to the loss.

Don't be too lax on fire safety

- Ensure that your fire alarms are functioning and cover all parts of the home.
- Make sure that a professional chimney sweeper attends to your home's fireplaces and flues once a year.
- Do not use malfunctioning electrical equipment. Do not dry flammable materials near the sauna stove.
- Always keep fireplaces, open fires, candles and outdoor candles supervised. Ash and cigarette butts must be stored in a non-flammable, lidded container.

Protect yourself against theft

- Store your property in a locked space that prevents access to outsiders.
- Do not hide keys to your home or storage facilities in their immediate surroundings. Change or re-key the lock if you suspect that a key has fallen in the wrong hands.

- Keep an eye on all property carried with you.

Prevent water damage

- Leave plumbing work to professionals. Ensure that the washing machine outlet hose is fitted to the sewer system.
- Monitor the condition of the fittings and close the shutoff valve after the washing cycle has completed.
- Do not leave the washing machine running if no-one is at home. Install a safety tray under the dishwasher and refrigeration device.
- Empty the water pipeline network if the building is unoccupied during the cold months.
- Turn off the water pump and close the main valve if the building is left unoccupied for more than a week.
- An air source heat pump or device intended for temporary heating is insufficient as a source of heating during the winter.

Where is the insurance valid?

The insurance is valid in the insured building or dwelling for you and your family members residing permanently with you in the same household. The insurance also covers property which you carry with you or temporarily store outside your home in the Nordic countries.

Moving to a new home – remember to update your home insurance

- ✓ Insurance for your belongings is valid in Finland for two months after the start of the move.
- ✓ If you move from one housing company to another, insurance for parts of the home also covers the surface materials and fittings of both homes for a period of two months. In this case, ensure that your maximum compensation is sufficient.
- ✗ Are you moving to a detached house or from a detached house to some other form of housing? Insure the detached house and other buildings immediately after concluding the sale. The insurance for your current detached house will not cover damage to the new detached house or owner apartment or vice versa

Travelling in the Nordic countries

- ✓ We reimburse damage to property on your person in the Nordic countries up to a total of EUR 5,000.
- ✓ Liability and legal expenses insurance policies are valid in the Nordic countries.
- ✗ Learn more about exclusions and safety regulations on property on your person.

Home improvement and construction

- ✓ According to the Limited Liability Housing Companies Act, you are liable for home improvements to your owner apartment. You must take out insurance for home improvements such as bathroom renovation, new balcony glazing, and new flooring and wall surface materials as well as fixed cupboards in the kitchen and bedroom, for example.
- ✓ Insure the detached house or other building already during construction. In this way, the insurance will also cover construction supplies and tools.

Property in a basement storage cage or storage unit

- ✓ The insurance covers damage to property stored in the attic or basement storage cage or storage space of a rental or owner flat. The compensation for these is up to 10% of the maximum compensation selected for movable property.
- ✓ Contact our customer service if you require insurance for property stored long term outside your home.
- ✗ Make sure that you do not store property in an unlocked space accessible to outsiders such as neighbours. Read the safety regulations.

Where are general liability and legal expenses insurance valid?

- ✓ Those insured are the policyholder and the persons residing permanently in the same household with the policyholder.
- ✓ Liability and legal expenses insurance policies are valid in the Nordic countries. If you travel outside the Nordic countries, take out Pohjola Luggage Insurance. The insurance includes travel liability and legal expenses travel insurance.
- ✓ If you have taken out forest insurance with us, liability and legal expenses insurance related to your forest property are also included.
- ✗ The policies are valid as long as you have valid insurance for home contents with us. The policies cease to be valid if the insurance for your home contents ends.

Insuring a detached house or other building

Home insurance that suits your home

We will insure your detached house or holiday home for its actual value as based on the floor area and the building's properties. By providing the information requested by us accurately, you ensure that your home is correctly insured. In other words, you do not need to determine the building's value when taking out insurance.

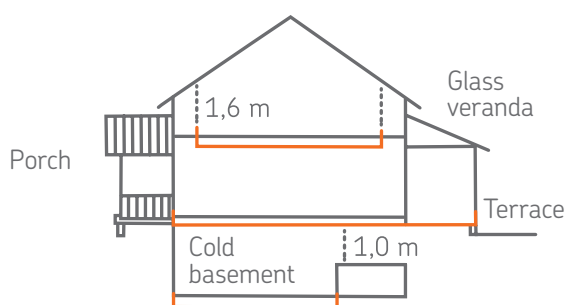
The frame structure

is determined by the building material most prominent above ground level. For example, if the foundation and first storey are made of wall blocks but the next storey over this is made of timber, the frame structure is considered to be wood.

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 connected to the building are not included in total floor area.



Insurance for the garage and other outbuildings

Many detached houses and holiday homes also have a outdoor garage or storage building. Outdoor buildings on the grounds must be insured separately when their floor area is more than 12 square metres or their value exceeds 7,000 euros. Outbuildings with sauna must always be insured separately.

If the insured outbuilding is located on the same grounds with a detached house or holiday home insured with MyHome Insurance, property stored in the outbuilding may be included in the home contents insurance for the main building.

Structures such as permanently fixed terraces or solar panels installed on the roof need not be insured separately, as they are covered by the building's insurance.

Small outdoor structures

Small structures do not always need to be insured separately. The insurance for a detached house or holiday home includes the following outdoor structures up to 7,000 euros:

- root cellars, open shelters and buildings of up to 12 square metres in floor area
- standard fixed structures, such as fences, flagpole and hot tub
- wells, including their equipment

How is the building's insured value determined?

The value of a building cannot be determined in advance as in the event of loss or damage, the repair costs are influenced by the building's construction costs. The building's condition prior to the loss also affects the amount of compensation.

When a building is damaged by fire, for example, we either calculate the theoretical repair costs or launch a bidding process to find a contractor for the repairs. The repair costs are assessed using modern methods approved in Finland and based on construction materials available in Finland.

Insuring belongings or movable property

- ✓ The insurance covers articles intended for household use in your home. These include, for example, furniture, clothes, tableware, interior textiles, electronics, hobby/sports gear, jewellery, and paintings.
- ✓ The insurance also covers property rented or borrowed for household use which, were you the owner, would be considered insured movable property.

Maximum insurance compensation

For home contents, we pay compensation according to the actual amount of loss, up to the maximum compensation you have selected. Be sure to also take age reductions and the deductible you have selected into account.

When insuring home contents, we recommend a maximum compensation based on your home's floor area. You should consider raising the maximum compensation if your belongings are more valuable than average, or your home contains valuable individual items; such as paintings, jewellery or collections. Valuable items do not need to be insured separately when you store them in a home covered with home insurance.

The following articles are also covered compensation when you have taken out insurance for home contents:

Maximum total

Garden tractors, mobility scooters and devices intended for use by children and not subject to registration with a maximum speed of 15 km/h	EUR 5,000
Pedelec bicycles not subject to registration (maximum power 250 W) and other electric transportation devices (maximum power 1 kW) with a maximum design speed of 25 km/h	EUR 5,000
Tools used in gainful employment	EUR 5,000
Rowboats	EUR 1,500
Outboard motors of a maximum of 3.7 kW (5 hp)	EUR 1,500
Light-built tarpaulin shelters in the insurance location and on its grounds	EUR 1,500
Pets kept in the home	EUR 1 500
Money and other payment instruments and securities	EUR 500

Please note the following exclusions



Home contents insurance for a holiday home does not cover articles in daily use such as eye-glasses or mobile phones, pets, tools used in gainful employment, money, or payment instruments.



The maximum compensation for jewellery, watches and silverware is 60% of their replacement value in the event that you do not repair or replace them with equivalent items after the loss.



Tools used in gainful employment are covered when you carry out the work as a private individual in a private or public employment relationship, or as a private trader. The insurance does not, however, cover the sales stock.

We do not compensate the breakdown of garden tractors or electric transportation devices. We also do not compensate the theft of the aforementioned property if the device was not locked down with a physical lock.



We compensate up to 1,000 euros when your property is stolen from, for example, your car, trailer, boat or tent situated on the grounds of your home, place of work or study or holiday home, or within 50 km of these in a straight-line distance.

Insuring surface materials and fittings in the home

In flats, terraced houses, semi-detached houses and separate houses, the division of duties between the housing company and shareholders is governed by the Limited Liability Housing Companies Act.

Insurance for parts of the home, such as surface materials and fittings, covers the following in the extent you have selected:

- ✓ Fixed interior decoration and surface coverings
 - parquet, tiling, wallpaper
 - panelling and Venetian blinds
 - fixed cupboards in the kitchen, bathroom and bedroom
 - bathtubs, toilets
- ✓ Fixed appliances and equipment
 - dishwasher, refrigerator and freezer, stove, electric oven
 - air source heat pump, boiler, powered roof ventilator, underfloor heating
 - break-in protection equipment
 - satellite dishes and other antennae and solar panels
- ✓ Structures
 - additional rooms built in attics, skylights
 - interior and exterior doors, balcony glazing, external awnings
 - fireplace or baking oven

✗ The insurance does not cover loss or damage which the housing company is liable to compensate to you.

Housing company's liability for damages

- The housing company is liable for damage to surface materials and fittings only if the damage was caused due to an error for which the housing company is responsible. If your home is damaged by you or your neighbour, for example, your own insurance may cover the damage.
- As a shareholder, you are liable for any surface materials and fittings not installed by the housing company. The housing company's liability is limited to the company's original level, or to the level after modernisation carried out by the company.
- Exceptions to the division of duties specified in the Limited Liability Housing Companies Act are possible in the Articles of Association or by decision of the annual general meeting. With MyHome Insurance, you insure both modernisation and any extensions of liability assigned to you.

Maximum compensation for parts of the home

We propose a maximum compensation for parts of the home based on the floor area of the insured home. It is advisable that you raise the maximum compensation if the home has been modernised by you or a previous owner. Consider how much it would cost to renew damaged parts of the home, including material and labour costs.

Example 1: You rent your home and cause water damage

Your lessor may demand that you compensate the damage, by legal means if necessary. Your general liability insurance covers damage to the housing company's structures, but not your home's surface materials and fittings.

Damage to surface materials and fittings may be compensated from insurance for parts of the home. This is important as the financial losses caused by water damage may be as high as several thousands of euros.

Example 2: You own a fully modernised flat

The housing company is liable only for damages which have been caused by an error for which the company is responsible. In addition, under law, the housing company is liable for the damage only up to the basic level, which means that the housing company will not, for example, cover water damage to to parquet flooring installed by a shareholder.

Surface materials and fittings may be compensated from insurance for parts of a home also in situations when the housing company is wholly free of liability, or liable only up to the basic level.

Insuring other property

Be sure to also insure your other property, such as your buy-to-let home.

Lessor's insurance, or MyHome Insurance for lessors

Lessor's insurance is necessary when you own a buy-to-let home. Your tenant's insurance covers the tenant's own moveable property, but the coverage it affords for parts of a home such as surface materials and fittings may vary. With lessor's insurance, you also insure any property owned by you and stored in the home, such as when you let a furnished flat.

Contrary to what is commonly believed, the housing company and real estate insurance do not cover all types of damage. Moreover, the deductibles and reductions to reimbursements under real estate insurance may be so high that no compensation is paid for damage sustained by your flat.

- ✓ Lessor's insurance ensures that your recent bathroom or kitchen modernisation or new floor coating is insured exactly the way you want, for example. You also get protection for home appliances such as the refrigerator and washing machine.
- ✓ When your household owns only one buy-to-let home, your home's liability and legal expenses insurance policies also cover the buy-to-let home.
- ✗ We do not cover loss or damage caused deliberately or through gross negligence to the home by tenants or their family members, or by persons staying in the dwelling with their permission.
- ✗ The exclusion clauses in MyHome Insurance also apply to lessor's insurance. The damage must be sudden and unforeseeable. Normal wear and tear caused to the home is not covered, for example.

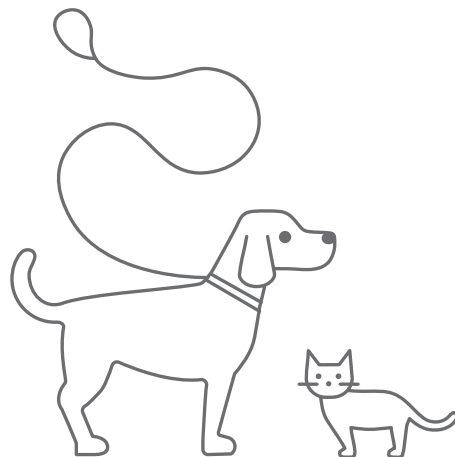
Valuables insurance

Loss or damage to items you carry on your person outside your home are covered by home insurance to up to 5,000 euros. If you are carrying valuable jewellery or a camera and interchangeable objectives, their value may easily exceed the upper limit of 5,000 euros. In these cases, the sensible option is to take out Valuables Insurance.

- ✓ Valuables Insurance covers sudden and unforeseeable losses and damage throughout the world.
- ✗ We do not compensate damage due to wear and tear resulting from normal use, for example. All exclusions on coverage are listed in the insurance terms and conditions.

Home insurance covers many types of property, but it is not valid in all situations.

- Buildings listed as having historical value or buildings converted into residential use, such as former schools and commercial premises, may be issued home insurance only on a case-by-case basis. Please contact our customer service.
- Buildings owned by a company or buildings used to practice business activities cannot be insured with home insurance. In these cases, you will need real estate insurance. Please contact our customer service.
- Buildings owned by a housing company, such as a semi-detached house, must be insured with real estate insurance.
- Docks, beachside structures and the property's French drain are not included in home insurance, nor may they be insured with any other type of insurance.
- Untended grounds and forested plots are not covered by home insurance. Protect your forest with Pohjola Forest Insurance.
- Vehicles, including electric transportation devices which are subject to registration due to their power or maximum speed, must be insured with motor liability and comprehensive motor vehicle insurance.
- Rowboats and outboard motors of up to five (5) horsepower are covered by home insurance up to EUR 1,500 each. Larger and more powerful boats should be insured with Pohjola Boat Insurance.
- Insure your dog's or cat's health with Pohjola Dog Insurance or Cat Insurance. Insurance for movable property compensates up to 1,500 euros for the death of a pet due to an accident.



Learn more about deductions made from the compensation

The insurance will not replace an old and used item with a new equivalent one. Consult the age reduction tables to see how the value of used property is assessed in the event of loss or damage. If the type of property is not listed in the tables, the compensation will be determined as based on its replacement value or current value.

Lost or damaged home contents	Age reduction
Home appliances, other electronic appliances and optical instruments, cameras	10%
Motor tools and machinery	10%
Bicycles, electric transportation devices, protective helmets, bags, backpacks and suitcases	10%
Prostheses and personal aids, including hearing aids and wheelchairs	10%
Outboard motors	5%
IT equipment, such as computers, mobile and smartphones and their peripherals	25%
Eyeglasses and sunglasses, clothes, accessories, footwear, prams and sports equipment and sports gear	25%

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

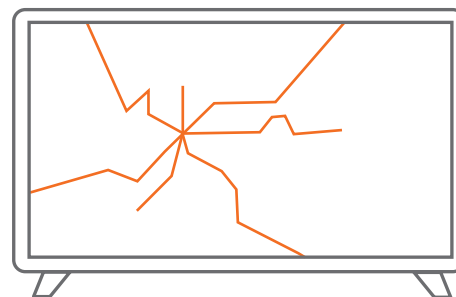
In the case of mobile phones and smartphones, however, the reduction is calculated by multiplying the percentage by the number of years that have commenced following the year the property was first used.

The maximum age reduction for property is 70%. Age reduction is not applied to repair costs, but the compensation cannot exceed the property's remaining value after deducting the age reduction.

Example: Defective television

A TV purchased in early 2017 is broken beyond repair in October 2020. You purchase a new, equivalent TV for 900 euros. Your deductible is 250 euros.

Your compensation is:



470 euros → €900 - (€900 x 10 % x 2 years) - €250

Age reductions for machines, equipment and pipes in a building or a flat

Lost or damaged property	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 and whirlpool bathtub equipment, burglar alarm equipment, frameworks and operating mechanisms of external awnings	10%
Central heating equipment, heat exchangers and conveyors, boilers and tanks, tanks underground or in the ground slab, adjustment and control equipment, heating cables, electric radiators, air conditioning and refrigeration equipment, powered roof ventilators, electric motors, garage doors and door machinery, and other equipment	6%
Stoves, range hoods, refrigerators, dishwashers and sauna stoves	10%

As in damages to home contents, the age reduction percentage is calculated by multiplying the percentage in the above table by the number of full calendar years following the year the object was first used.

Reimbursements for machines, equipment or pipes in a building or flat are paid after subtracting only the deductible or only the age reductions, depending on whichever sum is greater. In other words, if the age reductions exceed the deductible, we will not subtract the deductible on top of the age reductions.

Stoves, range hoods, refrigerators, dishwashers and sauna stoves are compensated similarly to home contents, however, meaning that both the selected deductible and age reduction are subtracted from the compensation.

Age reductions are also made on the costs of opening and closing the structures of a building and the costs of excavating and filling.

An age reduction is not deducted from the costs of investigating the flaw or damage, electrical wires or fire damage, with the exception of the device from which the fire originated.

Replacement value and current value

If the item or part of the building is not listed in the age reduction tables, the amount of compensation depends on the property's condition and functionality prior to the loss. If the property still possesses value after the loss, this residual value may reduce the amount of compensation. See the Indemnification Regulations on page 7 of the insurance terms and conditions for more information on replacement value and current value.

A deductible is not always subtracted

As a rule, the deductible is subtracted from every type of loss or damage before compensation is paid. As an owner-customer, however, you receive a deductible benefit of up to 250 euros in loss or damage due to fire, natural phenomenon or crime when the amount of compensation exceeds the deductible. A deductible is also not subtracted when

- a fire-extinguishing or leakage alarm system has restricted or mitigated damage or loss caused by a fire or leak
- a burglar alarm was set off appropriately in a burglary, or the home or building was broken into through a door secured with a safety lock
- the age reduction for the building's machinery, equipment or piping exceeds the selected deductible, or a leakage reduction exceeding the selected deductible is subtracted from compensation under pipeline leakage cover.

Leakage reduction

A leakage reduction is made in losses where the building is damaged due to a leakage in a domestic water or heating pipe. A leakage reduction is made, for example, on the costs of demolishing, repairing and drying the structures. No leakage reduction is made for losses in an owner apartment.



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 cover – for example, in the case of equipment breakage cover for pipeline breakage and pipeline leakage cover for building repairs, we only subtract one deductible (the highest one concerned).

Age of the pipes (calendar years since installation) Leakage reduction from loss amount

Less than 35 years	0%
35-49 years	30%
50 years or more	60%

Examples on the effect of age of pipes on compensation

A copper pipe in the base floor of a detached house's domestic water system has leaked, causing water damage. The costs of repairing the pipe are 1,700 euros, which may be compensated under equipment breakage cover. The leak causes damages of 5,000 euros to the building, which may be compensated under pipeline leakage cover. The deductible selected for both covers is 250 euros.

Example 1: Aged plumbing

Domestic water pipes were installed in 1980 and the damage is detected in 2020.

- Because the age reduction exceeds 100% (3 x 39 yrs), no compensation is paid under equipment breakage cover.
- From pipeline leakage cover, the compensation is €5,000 - (€5,000 x 30%) = €3,500.

In total, you will be compensated 3,500 euros for the loss of 6,700 euros.

Example 2: New plumbing

Domestic water pipes were renewed in 2010 and the damage is detected in 2020. A reduction based on the age of the faulty pipe is made on the costs of repair work.

- From equipment breakage cover, the compensation is €1,700 - (€1,700 x 3% x 9 yrs) = €1,241.
- From pipeline leakage cover, the compensation is €5,000.

No deductible is subtracted from equipment breakage cover, as the piping's age reduction (€459) exceeds the deductible selected for the cover (€250). No leakage reduction is made from repair and drying costs compensated under pipeline leakage cover, because the age of the water supply system is less than 35 years.

In total, you will be compensated 6,241 euros for the loss of 6,700 euros.

What if a building is destroyed by fire?

Fire is one of the most serious risks to which your home may be exposed.

No age reduction is applied to compensation if the building burns down completely. Because the amount of insurance compensation depends on the building's replacement value, current value and residual value, the building's condition before the fire is also determined. In other words, the compensation does not cover the costs of constructing a new building to replace an old building in poor condition. When determining the compensation, the reduction in value of home contents damaged in the fire is also taken into account.



Example of compensation based on current value

The home is partially destroyed by 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

A) You decide to repair the building: We compensate EUR 15,000, minus the deductible for fire and natural phenomena cover..

B) You do not repair the building: The degree of damage is 14%, therefore (Repair costs EUR 15,000 - deductible EUR 1,000) / EUR 100,000. We compensate a share of current value according to the degree of damage: $14\% \times \text{EUR } 40,000 = \text{EUR } 5,600$

C) The building is completely destroyed: You will receive €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 based on replacement value

The home is partially destroyed by 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

A) You decide to repair the building: We compensate EUR 15,000, minus the deductible for fire and natural phenomena cover.

B) You do not repair the building: The degree of damage is 14%, as in the previous example. We compensate a share of current value according to the degree of damage: $14\% \times \text{EUR } 80,000 = \text{EUR } 11,200$.

C) If the building is completely destroyed and you build a new one: We compensate the building's replacement value of EUR 100,000, minus the deductible.

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. For this reason, it is important to ensure that in addition to home insurance, your household always has valid liability and legal expenses insurance. Loss events covered under the insurance are listed in the insurance terms and conditions.

	Sum insured, EUR	Deductible
General liability insurance	EUR 170,000	EUR 150
Legal expenses insurance	EUR 14,000	15% with a minimum of EUR 200

What does general liability insurance cover?

We will compensate losses or injuries you or your family member incurs to other people or their property. Compensation can only be paid if you are, by law, liable for reimbursement and you did not cause the loss deliberately or through gross negligence. We will find out whether you are liable to pay compensation. Leave it to us to handle immediately instead of arranging matters on your own.

✓ We can provide compensation, for example

- if you live in a block of flats and cause water damage that results in damage to the housing company
- if you drop a valuable glass item while at a store
- if your child scratches the neighbour's parked car with a bicycle or accidentally drops the neighbour's computer on the floor while visiting the neighbour's home. We reimburse damage caused by your child who is under 12 years of age even if the damage was caused deliberately.
- medical expenses if your dog bites a passer-by
- treatment expenses if a passer-by slips on the pavement of a house you have insured.

✗ We do not compensate losses which are caused, for example

- wilfully or through gross negligence
- to yourself or your family member or their property
- to surface materials and fittings in your permanent residence
- to a building you have rented, such as a rented detached house
- to property that is in the possession of, borrowed or otherwise handled by or in the care of the insured
- in the course of professional, business or wage-earning activities



Examples of losses which we have compensated to our customers

- Accidentally breaking a TV at a store. Compensation 540 euros
- Water damage caused costs to the housing company. Compensation 12,344 euros
- A bike accident caused an injury to the other party. Compensation 600 euros

What does legal expenses insurance cover?

Legal expenses insurance covers the costs of legal counsel in situations such as civil disputes, regardless of whether the dispute over your rights is heard by a district court or if the matter is settled before the hearing. Typical covered cases include disputes related to home sales, for example.

- ✓ We compensate up to 14,000 euros of legal expenses per loss incurred by the insured as a result of resorting to legal counsel in a disputed civil case or criminal case concerning the private life of the insured. Up to half of the sum insured may be used before the court hearing or in cases settled without a court hearing.
- ✓ Legal expenses may be reimbursed when the civil dispute or criminal charges are filed during the insurance's period of validity. By a civil dispute, we mean a case where you or your opposing party dispute each other's claims in terms of grounds or amount. If such a situation arises, be sure to file the loss report with us without delay. Please note that we do not reimburse legal expenses of the opposing party which you have been ordered or have agreed to pay, except in special cases
- ✗ If the insurance has been valid for less than two (2) years, the matter on which the dispute or charges are based must also have arisen during the validity of the insurance. Make sure that your legal expenses insurance remains valid without interruption if you make changes to your home insurance or change insurance companies.
- ✗ 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.
- ✗ We do not reimburse expenses in cases 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, property dispute or other claims connected with a divorce, separation or the termination of marriage-like cohabitation
 - concern the custody or residence of a child, or maintenance liability / parental access
 - involve you or your family member being charged by the public prosecutor
 - involve you or your family member as the owner, keeper, driver, seller or buyer of a motor vehicle or watercraft subject to registration
 - are related to real estate, a building, or flat which is other than your permanent or holiday home.



Example: The two-year rule is important in home sales, no matter what your insurance

You have purchased a detached house or owner apartment on 5 June 2019. You took out home insurance only a week later on 12 June 2019, at which point your legal expenses insurance also became valid.

In spring 2020, you detected mould damage in the building or apartment and demanded a price reduction, which the seller refused to grant. Compensation cannot be paid from your legal expenses insurance, as the insurance had been valid for less than two (2) years and the grounds for the dispute – in other words, the home sale – took place before the insurance became valid. For this reason, it is important that you always have valid legal expenses insurance without interruptions.



Further information

Factors affecting insurance premium

The overall price of your insurance policy depends on the scope of insurance coverage and the deductible selected, as well as the policyholder's and insured object's details. As these factors are tied to the amounts of compensation payable from insurance, we use them to ensure that you receive a fair price for your insurance.

It is important that the information you provide is accurate. Providing incorrect or incomplete information may lead to compensation being reduced or declined, or even to the insurance contract being rescinded.

In all insured homes, the price of insurance depends on the policyholder's age and location of the insured building or dwelling, the year of construction and the purpose of use: in other words, whether you own or rent the home. The following factors also affect the price of insurance:

- In flats, terraced houses and semi-detached houses: net floor area according to the Articles of Association
- In residential buildings, holiday homes, outbuildings and sauna buildings: the building's total floor area and frame, electrical system, heating method, year of installation of domestic water and heating pipes
- In all homes: the selected level of insurance cover and deductible, selected maximum compensation for home contents and parts of the home, possible discounts, and number of payment instalments.

As OP Financial Group is owned by our customers, our duty is to provide benefits such as discounts and loyalty bonuses to our owner-customers. Any changes to these discounts and benefits will therefore affect your insurance premium.

The policy may be changed annually

We pool together paid insurance premiums to cover the repair costs of more than 700,000 households insured by us. Our task is to ensure that we are able to pay compensation to you and our other customers in accordance with the insurance terms and conditions.

As growing expenses increase the amount of paid insurance compensations, insurance premiums and maximum compensations are tied either to the construction cost index or the consumer price index. The index value is confirmed annually by Statistics Finland, and an increase in the value will result in higher insurance premiums.

Under the Insurance Contracts Act, we have the right to make changes to the insurance contract when the insurance period changes. We will inform you of any changes in advance. The insurance terms and conditions as well as your insurance premium may change on the basis of an increase in claims expenditure and the other reasons stated in the general contract terms and conditions

When is home insurance needed?

The insurance is valid for the policyholder as well as for family members living in the same household with the policyholder. The place of residence of the insured person is usually considered to be the address entered in the Population Information System.

- If you live with your family, your household must have at least one valid home insurance policy.
- If you move out to your own home, make sure that you have valid home insurance with liability and legal expenses insurance by the date of moving at the latest.
- If you live in a shared flat, you need your own home insurance as well as liability and legal expenses insurance in order to be compensated for losses or damage.
- If you live in a semi-detached house owned by your relatives in a separate dwelling, for example, each household living in a separate dwelling must take out separate home insurance and liability and legal expenses insurance.

What is the time limit for claiming compensation?

Loss reports should be filed as soon as loss or damage occurs and they must be filed within one year of the date when you became aware of the validity of the insurance, the occurrence of loss or damage, and the consequences. Do not dispose of the damaged item or clean up the traces of burglary before you have reported the loss to us. You can claim compensation at the same time as submitting the loss report, or declare the costs later on. In each case, you must report loss or damage within 10 years of the incident or, if the insurance was taken out to cover bodily injury or liability for damages, of the consequences of the incident

Can the insurance company terminate an insurance policy?

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

We can terminate the policy if the policyholder or the insured person

- wilfully or fraudulently gives incorrect or incomplete information
- fails to observe the safety regulations
- caused loss or damage wilfully or through gross negligence
- increased the risk of loss or damage, for example by transferring property to the use of a third party.

Advice concerning compensation and insurance policies

We can advise you on insurance policies and claims at 0303 0303 (EUR 0.0835/call and EUR 0.12/minute). We record customer calls to assure the quality of customer service, among other purposes. Read more about privacy at op.fi/dataprotection. If you are not satisfied with the way we or an agent representing us has acted when selling insurance or in other insurance matters, call the number above.

For independent advice, contact the Finnish Financial Ombudsman Bureau (FINE), tel. +358 9 685 0120, fine.fi. If you wish to file a complaint or an appeal, please contact

- the customer ombudsman for Pohjola Insurance, asiakasiamies@pohjola.fi, op.fi/asiakasiamies
- FINE, tel. +358 9 685 0120, fine.fi
- the Consumer Disputes Board, tel. +358 10 366 5200, www.kuluttajariita.fi/en. Please contact the Consumer Advisory Services first: www.kkv.fi/en/consumer-advice.
- You may also bring the case to court within three years of our decision.

Your information is confidential

We will handle your personal data in accordance with the law and our Privacy Statement and Privacy Notice. We use automatic decision-making in insurance and claims 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 data file and the credit 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 data file, 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.op.fi/dataprotection.

Insurance sales commissions

The insurance company will pay a commission that is either a percentage of the insurance premiums 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.

Pohjola Insurance Ltd., Business ID 1458359-3
OP Life Assurance Company Ltd, Business ID 1030059-2

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