

Resident property insurance

Insurance product information document

Company: AAS BTA Baltic Insurance
Company, represented by a branch in Lithuania

Product: Resident property
insurance

Detailed pre-contractual and contract-related information about the product is provided in the Regulations of the Resident Property Insurance No. 039.1 and in the insurance certificate (policy), the Law on Insurance of the Republic of Lithuania, the Civil Code of the Republic of Lithuania, and other legislation regulating insurance contracts.

What is the type of this insurance?

Resident property insurance is a type of property insurance.



What is covered by insurance?

Depending on your choice (collective or separate choices are possible), it includes:

- ✓ Building insurance
- ✓ Home property insurance
- ✓ Civil liability
- ✓ Civil liability of a person
- ✓ Only if chosen additionally:
- ✓ Insurance of mobile phones, tablets, laptops, and other similar devices
- ✓ Service of help at home help

Your choice is indicated in the insurance certificate (policy).

What is covered?

You can choose one of 3 insurance coverage options - **Classic, Coverage Plus, Maximum Coverage**

Insured events:

Classic Coverage:

- ✓ Fire (fire, smoke, soot, direct strike of a lightning, etc.);
- ✓ Water (heating system, water supply, sewage emergency, etc.);
- ✓ Forces of nature (storm, rain, hail, snow pressure, etc.);
- ✓ Intentional act of third parties (burglary, robbery, etc.);

Common partial property belonging to the apartment is insured as well;

Coverage Plus covers all the risks of Classic Coverage with the addition of the following risks:

- ✓ The costs of cleaning up the place after the event;
- ✓ Glass breakage;
- ✓ Vehicle collision;
- ✓ Spontaneous felling of a tree, pole, or parts thereof on a structure;
- ✓ Fluctuations in electrical voltage;
- ✓ Coverage of yard structures and security elements;
- ✓ Coverage of jewelry, cash, and other valuables;
- ✓ Bicycle theft;
- ✓ Malicious damage or destruction of a structure or insured property, vandalism, including graffiti. Defacement of the structure (graffiti) is compensated once during the insurance period (or once per year if the insurance period is longer than one year)

After taking out the **Maximum Coverage** option, all losses caused by sudden and unexpected events are compensated, if those events are not specified as not insured in Section 6 of the Special Part of the Regulations of the Resident Property Insurance.



What is not covered by insurance?

✗ Not insured events:

Please note that after insuring the property under the **Classic coverage or Coverage Plus options**, only those events that you have chosen and that are indicated in your insurance certificate (policy) will be considered as insured events. All other events will be considered as **not insured**. Also, manifestations of forces of nature must meet the criteria of forces of nature provided for in the regulations (e.g. wind speed - during a gust is 17 m/s and higher, in case of a downpour - when 15 mm or more of precipitation in 12 hours or less, in case of a snow fall - when 20 mm or more of precipitation falls in 48 hours or less and a layer of snow cover of at least 20 cm thickness is formed).

Under all options of the insurance coverage, the following will be considered as non insured events:

Losses that occurred due to:

- ✗ Unavoidable natural processes (natural wear, corrosion, rusting, mold, rot, malfunction, fungus, etc.);
- ✗ Defects or settlement, decay, disintegration, or collapse of building or room structures, as well as soil subsidence, foundation settlement, or slope erosion.
- ✗ Damage, occurring during construction and/or installation works, if such works require a construction permit.
- ✗ Errors or defects of design, construction, or installation, as well as due to the use of obviously unsuitable, defective materials, parts, or equipment.
- ✗ Bursting or cracking of equipment or pipelines in unheated buildings or outside the building in the event of cold.
- ✗ Frozen ground, including consequential damage.
- ✗ Any damage caused by animals, unless leading to fire, water damage, or glass breakage.
- ✗ Any computer viruses or misuse of software.
- ✗ Defects for which the manufacturer, supplier, builder, or warranty service company is responsible.
- ✗ Rain or melting snow where water has entered through openings or leaks (i.e., leaky roof, leaky exterior walls, leaky exterior structural joints, open windows or doors, etc.) that should not be present.
- ✗ Theft, when the exact circumstances of the incident cannot be determined, the police is not informed, fraud, squandering of assets, disappearance, loss, or theft of property, if there are no signs of a break-in or use of a stolen key, or the loss occurred between the theft of the key and the notification about the theft of the key to the police.



Are there any restrictions on insurance coverage?

- ! Insured events are subject to the deductible provided for in the insurance policy (non-reimbursable amount of losses).
 - ! When insuring unfinished buildings or buildings under reconstruction, the insurance coverage is valid only for the risks of fire and forces of nature during the period of construction, major repairs, and reconstruction. Insurance coverage against forces of nature is valid only if the main structures and the roof of the building are built and fully equipped, all openings (windows, doors) are properly covered. This period is subject to the unconditional deductible specified in the insurance policy.
 - ! In case of internal breakdown (when the Maximum Coverage option is chosen), the damage is compensated only if the age of the building's equipment is up to 10 years inclusive, and the age of the home equipment is up to 7 years inclusive.
- In case of home property insurance:**
- ! Home property, which is designed to be stored outside the premises, is insured against fire, forces of nature and burglary from the fenced area of the residential property. A fenced territory is considered a territory that is completely fenced with the fence of at least 1 m, and with the locked gate. In cases where there are no signs of break-in, in case of the loss due to theft, the unconditional deduction specified in the insurance policy applies.
 - ! Home property in outbuildings, warehouses, fenced territory of the estate is insured only for the residual value.
 - ! Limitations of the maximum insurance benefits apply to home property according to groups of items, limits and restrictions are specified in Annex No. 2 to the Regulations of the Resident Property Insurance.

- ✗ Theft, when it is committed by a person to whom the property has been transferred for use on the basis of rent or loan for use.
- ✗ Damage to the aesthetic look of the property (smudges, bends, scratches, cracks, etc.), except for the cases of graffiti specified in the insurance regulations.
- ✗ Braking or cracking glass losses are not compensated:
 - a) For dishes, vases, table lamps, floor lamps, decorative glass products, hand mirrors, glasses, other easily movable glass items;
 - b) For lenses of cameras, video cameras, binoculars, and watch crystals;
 - c) For screens of smart devices, except in cases where additional insurance coverage is chosen for this type of objects;
 - d) For glass, solar collectors, and modules of greenhouses, however, losses arising as a result of other insured events are compensated (e.g., the glass broke during a fire);
 - e) When the glass surface is only scratched.



Where do I get insurance coverage?

- ✓ The buildings are insured at the address specified in the insurance certificate.
- ✓ Home property insurance location is inside the main building located at the listed address.
- ✓ If, under the selected option of the home property insurance, the insurance coverage is extended and valid outside the insurance location, the territory of validity of the insurance coverage is geographical Europe, excluding countries or territories of countries where martial law has been imposed in accordance with legislation.
- ✓ Civil liability insurance is valid in the insured object.
- ✓ Personal civil liability insurance coverage is valid in the territory of the Republic of Lithuania.



What are my obligations?

- You must pay your insurance premiums on time and report any changes in your contact details (residence address, phone, email)
- Notify BTA of an increase in risk, especially if it is related to a change in the object of insurance or the way it is used (e.g. if you are planning major repairs, you are going to leave the insured address for more than 3 months in a row)
- Take care of insured property (cleaning the roof from snow, replacing, cleaning, and maintaining worn parts of buildings and engineering systems (roof, chimneys, pipelines, electrical wiring, alarm system))
- In the event of an incident, immediately inform the competent authorities (e.g. police, fire service), notify BTA within 3 days (www.bta.lt/lt/zalos/turto-draudimas), follow BTA's instructions and submit the requested documents.



When and how do I pay?

You pay the premium for the insurance contract by the date specified in it in one of the following ways:

- by payment transfer to the BTA bank account;
- at all checkouts of Maxima stores, all Perlas terminals, and divisions of "Virtual services operator", by presenting a payment invoice;
- paying by card at any BTA representative office equipped with an DCR card reader, or in cash.



When does insurance cover take effect and expire?

The insurance contract is valid from the specified date (but no earlier than the payment of the insurance premium) until the last day, both of these dates being specified in the insurance certificate (policy).



How can I terminate the agreement?

You can terminate the insurance contract by informing your insurance representative in writing or by e-mail at bta@bta.lt no later than 15 days before the desired date of termination of the contract.