

FPA Underwriting managers (Pty) Ltd

Underwriting manual for Brokers

Introduction

This manual contains a current summary of the limits and excesses applicable to all our products. Our aim, which will be ongoing, is to provide products and services that take into account the future provisions of the Retail Distribution Review and the current and future requirements of TCF.

The information provided is intended to assist you in undertaking an accurate assessment of the cover we offer so that your letter of advice to clients provides appropriate and accurate information regarding our products and services.

All our policies are written on an **ALL RISKS** basis. This is a departure from the traditional “specified perils” style wordings such as MultiMark. It means that all the property insured is covered against all risks of loss or damage except to the extent that we might limit the cover by way of an exclusion or a monetary limit.

Our Liability sections are also based on a Broad-Form wording. The claims made basis of indemnity is used in all our liability wordings.

All our wordings have been written in plain English except where it is necessary to express cover, a condition, provision or exclusion in more formal legal terms. An example of this would be the SASRIA extension.

Our underwriting model is founded on legislative compliance, full and ongoing risk disclosure and an appreciation by the client of his responsibilities as a property owner.

Owning a building is, for instance, a business and we have an expectation that our clients

- Understand the legal obligations that arise from owning property
- Comply with all legislation applicable to property ownership such as Building Regulations, Occupational Health and Safety and Fire safety regulations.
- Have read and fully understand the provisions of the policy.
- Understand the obligations that are imposed on them in terms of the policy.

- Do not consider the policy a “maintenance contract”
- Act responsibly regarding the regular maintenance and repair of the insured property.
- Carry out regular inspections of the property or arrange for their appointed representatives to do so on their behalf.
- Understand that occupancy as well as unoccupancy play an important role in the underwriting process and that their failure to advise us promptly of any changes could prejudice them in the event of a claim.
- Should act as though they are un-insured except to the extent that the policy provides assistance with costs incurred in protecting the property in order to mitigate further damage in the event of an occurrence that could give rise to a claim.

Policy Preamble

Each of our policy wordings contains a preamble which summarises the various criteria that we deem critical in respect of that product. Each wording has its' own specific preamble and the following paragraphs provide a consolidated overview of these.

UNDERSTANDING YOUR POLICY

Your insurance policy comprises general and specific Conditions, Exclusions, Extensions and Definitions. General conditions etc apply to the entire policy whereas specific conditions etc apply only to the particular policy section to which they are relevant.

The policy schedule is separated into individual sections that pertain to each class of cover. Each section provides detailed information as to the sums insured and limits of indemnity applicable to that section.

EXCLUDED RISKS

Our insurance is designed to indemnify you in the event of something happening which has been insured against. Under some circumstances the policy will not provide any insurance cover. For example we do not pay for damage caused by

1. Acts of war and terrorism
2. Asbestos
3. Computer equipment failing to perform or function in the manner for which it was designed
4. Your dishonest or intentional conduct

5. Loss of Electronic Data
6. Known faults and defects
7. Lawful seizure
8. Anything occurring outside the Policy Territory
9. Pollution
10. Radioactivity
11. Erosion
12. Rust, corrosion, gradual deterioration or gradual damage, depreciation, wear and tear.
13. Faulty design, poor workmanship or defective materials
14. Hail damage to glass awnings, and structures in excess of the policy limit
15. Tenants
16. A change in the water table

This lists some of the events that are not covered by this insurance. For full details of all policy exclusions you should read the policy wording and make yourself aware of all the exclusions that apply.

THE SECTIONAL TITLES ACT (applicable to Sectional Title policies)

Your Sectional Title policy is compliant with the Sectional Titles Act. The Act stipulates **minimum cover** that the Trustees must procure on behalf of the Body Corporate. This policy provides cover far in excess of that stipulated by the Act.

THE BUILDINGS

Unless we have agreed otherwise, you declare that the buildings are constructed of brick, stone, concrete or metal on a metal framework, and roofed with slate, tiles, metal, concrete and asbestos. We call this **standard construction**.

Also included in our definition of buildings are

- Walls gates posts and fences (but not hedges) brick tarred or paved roads, driveways, parking areas and paths.
- Plant and machinery forming part of the building and belonging to the Body Corporate. This includes lifts, gate motors, pool pumps and the like.
- Underground services such as water and sewage pipes, telecommunication and power cables that belong to you or for which you are legally responsible.
- All the glass installed in the building. However cover on structures built mainly of glass such as conservatories, skylights or glass awnings are limited to

R20,000 for hail damage unless you have made arrangements with us to increase this limit

- Unit owner's or tenants fixed and permanent fixtures and fittings.

RETAINING WALLS

Our policy covers damage to retaining walls by storm, wind, water, hail snow and flood. The cover is however subject to such walls having been built to act as a retaining wall according to the correct building specifications and there must be an architect or engineers drawing for the wall.

COMMON PROPERTY CONTENTS (Sectional Title and Homeowners policies)

We provide cover for moveable property such as garden, cleaning and other tools and equipment, gym equipment, furniture and office contents including computers and the like.

DAMAGE

In the policy we refer to damage. This means accidental physical sudden and unforeseen loss of or damage to the insured property. It cannot happen over a period of time and you should be able to identify the cause and the date on which the loss or damage occurred. We expect you to maintain an asset register of all movable property.

GEYSERS

The policy automatically covers geysers against bursting and overflowing including as prescribed by the Sectional Titles Act.

Section 2 of the policy provides additional cover for geysers for replacement or repair following sudden and unforeseen failure of the geyser. Solar installations and heat Pumps are not regarded as geysers although any tank that forms part of such installations will be regarded as a geyser as defined in the policy. Solar installations and heat pumps, other than the collection tank are considered part of the building.

Our Geyser cover is not a maintenance contract. There must be a sudden and unforeseen event that gives rise to a claim. You are expected to comply with the supplier's warranty regarding maintenance of the geyser and its' components and we will not pay for repairs or replacements where you have not done so.

We urge you to arrange an annual inspection of geysers to ensure that they remain in good working order. Sacrificial anodes and other wearing parts should be replaced before they fail.

For your convenience we provide a 24 hour call centre service to assist unit owners with these geyser failures. The call centre is staffed by our own personnel. The call centre number is **0861 225 225**

BURST PIPES, LEAKING PIPES AND RESULTANT DAMAGE

We wish to ensure that you have a clear understanding of what constitutes a burst pipe, a leaking pipe and how these are treated in the event of a claim. Please take note of the following.

1. A burst pipe happens when there is a sudden and violent failure of the pipe.
2. A burst is not a leak or the result of a leak.
3. Pipes that are not under pressure do not generally burst.
4. A leak is the result of wear, tear, gradual deterioration, a flaw or latent defect in the pipe or faulty or inferior materials.
5. We do not pay for the repair or replacement of leaking pipes. We regard this as a maintenance related issue even if you were unaware of their condition.
6. When a pipe bursts as described above we will pay for the repair to the pipe and the immediate resultant damage.
7. If a leaking pipe is discovered and reported to us immediately we will pay for the resultant damage but not the actual repair to the pipe and the costs of making good the related damage (fixing the wall that was exposed to find the pipe).
8. If the damage caused by a leaking pipe is exacerbated by a delay in reporting the matter to us then we may only pay a portion of the cost or nothing at all.
9. If your property suffers ongoing bursting or leaking pipes we may exclude from cover any claims arising from these conditions, including the resultant damage. We will not pay to have your property re-piped.

THEFT

Theft of exterior fixtures and fittings is limited to R20 000. If you have CCTV, Intercoms, Electric fences and Energizers or any other Exterior Fixtures and Fittings that exceed R20 000 for which you require theft cover then you must apply to increase this limit. Theft of Common Property Contents (Sectional Title and Homeowners Association policies) designed to operate in the open is limited up to R10 000.

All other damage following theft or attempted theft of insured property is covered in full so long as the theft is the result of violent and forcible entry into or exit from a building.

WHAT WE MEAN BY VIOLENT AND FORCIBLE ENTRY INTO OR EXIT FROM THE BUILDING

For the purpose of this insurance a building comprises walls, the roof, doors and windows. So when we say we cover theft by violent and forcible entry into a building it means that the intruder(s) actually entered the building by breaking in using violent as well as forcible means.

Breaking or cutting of fences, external gates etc make require force BUT these are not regarding as the building itself. We provide a minimum of R20 000 cover for damage to exterior fixtures and fittings and included in this definition are external fences etc.

THEFT, ATTEMPTED THEFT OF AND FROM EXTERNALLY MOUNTED AIR-CONDITIONERS

When thieves steal the copper or components of the externally mounted portion of an air-conditioner this does not constitute violent and forcible entry into or exit from your building. The extension covering theft of exterior fixtures and fitting will apply to such claims. You are urged to protect these parts of air-conditioners but enclosing them with a suitable cage that is bolted to the wall.

UNOCCUPANCY

If the building or any unit or portion of the building has been unoccupied for more than 30 consecutive days then all cover for theft, attempted theft or malicious damage is suspended. If you require cover for theft or malicious damage during these periods of unoccupancy you have to apply to us before the unoccupancy commences. For the first 30 days of unoccupancy a punitive excess of 20% of the claim applies.

POWER SURGE

Your policy covers damage resulting from power surge – even if it is the result of a planned supply outage by Eskom. When an appliance or machine fails due to normal usage or failure of internal parts this is not considered power surge and no claim will be payable. If a component is damaged by power surge we will only pay for that component or the cost of an equivalent part.

PAYMENT OF PREMIUM

Premium is always due and payable on or before inception of cover. This applies even if you pay the premium to your insurance broker. Claims submitted where premium has not been paid will be rejected. If you pay the premium by debit order and it is not provided for then you will have no cover from the payment date of your debit order. We will “double debit” you on the next payment date. If the premium is paid then cover will be reinstated. If the premium payment is not received then the policy will be cancelled from the date of the first non-payment.

PAYMENT FOLLOWING LOSS OR DAMAGE TO THE INSURED PROPERTY

If you have a claim that is covered by the policy and not excluded then we will, **at our option**, arrange to repair or replace the damaged property or pay you in cash a sum equivalent to the amount it would cost us to carry out the repair or replacement. If we pay you in cash you are obliged to carry out the repair or replacement within a reasonable period of time. We will not increase the amount payable if the cost of repair or replacement has increased because you did not carry out the work timeously.

We are not obliged to pay for more than the cost of repairing or replacing that part of the property that has been damaged. We do not pay for matching tiles or floor coverings.

POLICY SECTIONS

The policy also extends to include the following additional cover where applicable to the product.

- GEYSER REPLACEMENT AND REPAIR
- PUBLIC LIABILITY
- EMPLOYERS LIABILITY
- TRUSTEES INDEMNITY (*Sectional Title*)
- DIRECTORS AND OFFICES LIABILITY (*Homeowners Associations*)
- LOSS OF MONEY (*Sectional Title and Homeowners Associations*)
- **CSOS Act 2011 FIDELITY GUARANTEE (*Community Living Schemes*)**
- MACHINERY BREAKDOWN
- ELECTRONIC EQUIPMENT
- PERSONAL ACCIDENT COVER FOR VOLUNTARY WORKERS OR BODY CORPORATE EMPLOYEES (*Sectional Title and Homeowners Associations*).

THE POLICY WORDING and SCHEDULE (the contract)

The policy wording is a document that sets out the standard cover, conditions, provisions and exclusions from cover. The policy schedule sets out the details of your risk including



all the sums insured, cover limits and excesses. The policy schedule may contain amendments to the policy wording and if so these will override the policy wording. Familiarize yourself with all the excesses and conditions of cover contained in the policy schedule.

THE SCHEDULE OF SUMS INSURED OR PQ (Sectional Title policies)

This schedule replicates a portion of the Participation Quota and provides each unit owner with access to information regarding the sum insured for his or her unit together with the premium payable. The Participation Quota is a separate legal document and does not form part of this policy.

YOUR SUM INSURED

You are responsible for ensuring that the property is insured for its' full replacement value. The replacement value should include debris removal costs, professional fees and value added tax. This value must be for reinstatement of the building or a portion thereof at the time when reinstatement is completed and not the time of the loss. We provide at no additional cost an extra 20% inflation cover to provide for the increase in building costs between the date of loss and the date of reinstatement.

BUILDINGS VALUATIONS

The Sectional Titles Act requires that you have the property valued at least every 3 years. We do not undertake valuations as part of our contract of insurance with you but we are able to refer you suitably qualified persons and companies who can provide a professional valuation of your property. All properties should be re-valued at regular intervals to ensure that the sum insured represents the full replacement cost of the building including debris removal costs, professional fees and Value Added Tax.

AVERAGE

All cover on buildings is subject to the condition of average. For Sectional Title schemes average applies to each unit independently. This means that if you insure your building for less than its replacement value as detailed above you will held to be responsible for the amount of the underinsurance. For instance if the replacement value of your building is R1m and you insure it for R800 000 then you will be under insured by 20%. Any claim payment to you will be reduced by 20% being the extent of the under insurance.

DUTY OF DISCLOSURE

You are obliged to tell us all that you know about the property that could affect our decision to provide you with cover, how much premium to charge and whether to renew your policy. This includes physical aspects of your property, the financial condition of your Body



Corporate or property owning company and any claims or un-insured losses that you have suffered. Safeguard your interests by advising us of any changes to the building, Common Property Contents or occupancy of the building.

DUTY OF CARE

We expect you to act as if you are not insured.

Your policy does not replace the need to undertake regular normal preventative maintenance and repair to your property. Your policy is not a maintenance contract and it only provides indemnity (cover) for sudden and unexpected loss or damage to the property described in the schedule.

Your policy does not cover damage caused by normal wear and tear, lack of maintenance and your failure to take reasonable precautions to prevent loss or damage.

NATIONAL BUILDING REGULATIONS AND LOCAL AUTHORITY REQUIREMENTS (part of your duty of care)

We expect you to comply with the laws that regulate the ownership or occupation of your building. This includes the installation and maintenance of fire equipment and the issue and renewal of electrical compliance certificates. All fire equipment must be installed in compliance with National Building Regulations and Local Authority requirements and the equipment must be serviced annually by a registered fire equipment specialist.

Electrical compliance certificates are issued to property owners on change of ownership and also when any maintenance or repair is carried out. A Body Corporate also has the responsibility for the electrical installations serving the common property. All property owners are urged to ensure that they comply with the regulations set out in SANS 10142-1. Electrical compliance certificates must be produced when required by us in the event of a claim.

Failure to comply with these laws may not just prejudice you in the event of a claim but also result in the prosecution of the responsible person. The responsible should ensure that they are fully acquainted with all legislation pertaining to the ownership or possession of property.

CLAIMS

You must tell us about any event that may give rise to a claim under this policy. We operate a claims reporting call centre 1st-Assist on **0861 225 225** to facilitate the immediate reporting claims.

When something happens that you think might be the subject of a claim

1. Phone the call centre. We will tell you if you have a claim or not. If we are unable to determine whether you have a valid claim we will appoint an assessor or contractor to investigate and report back to us on the matter. Alternatively we may request that you submit a claim form, photographs, quotes and invoices for repairs.
2. Don't incur any costs other than costs to prevent or minimize immediate further loss or damage. If you incorrectly incur costs on our behalf that are not covered you will be held responsible to pay for these costs.
3. Do not admit liability for any injury to any person or damage to third party property
4. You may submit your claim in writing within 30 days of the date of the damage using our standard claim form but this does not replace your obligation to advise us immediately you become aware of an incident that could give rise to a claim under your policy.

For Sectional Title properties, notwithstanding the provisions of Prescribed Management Rule 27 or authorisation given to the Managing Agent under Prescribed Management Rule 46, any claim for damage reported telephonically to our Claims Call Centre 1st-Assist will be accepted by us as a valid claim subject to the terms conditions and exclusions of this policy.

1st-Assist

1st-Assist is the FPA in-house claims reporting call centre. It operates 24 hours a day 365 days a year on the number 0861 225 225. It is not an outsourced service and all staff are FPA employees.

When an incident which could give rise to a claim occurs you have two choices.

1. You may use traditional channels to submit your claim i.e. by way of a claim form submitted to your broker for onward transmission to and handling by us. This may take a day or two.
2. Alternatively you may use the call centre to submit any claim. The purpose of the call centre is to speed up the process of submitting a claim so that
 - We can assist you immediately with your particular emergency



- We can reduce the response time in arranging assistance such as a plumber or contractor thus alleviating the inconvenience to you
- We can reduce the potential cost of the claim. A quick response will minimise the damage and the cost thereof.

We encourage clients, unit owners, managing agents and brokers to make use of this service which is almost entirely paperless. All calls are recorded.

On receipt of a call we will immediately

- Record the details of the claim on an “electronic claim notification”
- Agree a course of action with the client / caller
- Appoint an appropriate contractor
- Confirm by e mail to all parties the agreed course of action
- Send a notification, including the electronic claim notification, to the broker that “you’ve got a claim” and the action we have taken

The process also includes follow up reports to the broker so that you are fully informed and appraised of all developments

Geyser claims

We encourage the use of 1st-Assist for the submission of geyser failures. By going this route there is no limit to the amount of cover if we have appointed our plumber to attend to the geyser replacement.

If the client chooses however he/she may replace the geyser themselves and submit a short form geyser claim form (available from our website), together with the plumber’s invoice. If all the paperwork is in order will pay the claim net of excess within 48 hours.

POLICY COVER AND EXCESS SUMMARIES

These limits and excesses may be varied according to our specific Underwriting requirements for any policy

SECTIONAL TITLE

BUILDING SECTION

Basic cover

Buildings (and Common Property)	As required by you
Common Property contents included in Buildings sum ins'd	No limit
Inflation of building sum insured following a loss	20% of building SI
Loss of rent including failure of services	25% of building SI
Alternative accommodation	25% of building SI
Claims preparation costs	250,000

Additional benefits and extensions to cover

Automatic reinstatement of sum insured following a loss	The amount of the loss
Subsidence and landslip (see policy for excluded areas)	Building sum insured
Tsunami	Building sum insured
Building on another site	Building sum insured
Floor space ratio	value of the lost area

Benefits and extensions that are included in the Building Sum Insured

Demolition costs up to 15% of the claim	These costs are included in the building sum insured. You must ensure that your sum insured is adequate
Professional fees up to 15% of the claim	
Cost of submitting plans and obtaining building approvals	
Fire extinguishing costs	
Public authority requirements	

Benefits and extensions that we will pay in addition to your sum insured to which limits apply

Additional claims preparation costs	As required by you
Mortgage discharge fees	5,000
Failure of services	30 day's rent
Damage to gardens and landscaping	25,000
Theft of common property contents in the open	10,000
Reinstatement of documents	5,000
Reward for information	10,000
Replacement of locks and keys	5,000
Emergency costs to minimize damage	5,000
Temporary protection and guarding costs	5,000
Fallen trees	5,000
Theft of exterior fixtures and fittings	20,000
Water loss	5,000
Power surge	250,000
Additions and alterations – contract value not exceeding	500,000
Storm and flood damage to retaining walls	1,000,000
Hail damage to Skylights, glass awnings and structures	20,000

ADDITIONAL POLICY SECTIONS

Geyser replacement and repair	limit
100L	6,300
150L	6,800
200L	8,500
250L or more	10,500
Geyser repair	1,000
Money	100,000
CSOS Act 2011 Fidelity Guarantee	Optional
Public Liability	50,000,000
Employers Liability	10,000,000
Trustees Liability	5,000,000
Personal Accident	20,000
Machinery Breakdown	100,000
Electronic Equipment	Specified items only

EXCESSES

The following table explains our standard excesses. These will vary for individual risks depending on risk profile and claims experience. Where the excess is expressed as a percentage it is a percentage of the amount claimed.

Fire	R1250
Impact	20% minimum R2750
Power surge	20% minimum R2750
Lightning	R1250
Subsidence and landslip	3% maximum R250,000
Earthquake	R1250
Storm wind rain	R1250
Hail and snow Gauteng and Pietermaritzburg	20% / R2750
Hail and Snow all other areas	R2750
Accidental flood	R2750
Damage following geyser failure (repair or replacement)	R1250
Pipes, including resultant damage	R2750
Wooden, laminate or bamboo flooring	20% minimum R2750
Damage to shade netting, carports and external awnings	20% minimum R2750
Theft, attempted theft and malicious damage	20% minimum R2750
Water damage if unoccupied	20% minimum R2750
Geyser replacement and repair	
Replacement	R2000
Repair	NIL
All other claims	R1250
All other sections of the policy	2500

HOMEOWNERS ASSOCIATION

COMMON PROPERTY SECTION

Basic cover

Buildings (Common Property)	As required by you
Common Property contents	No limit
Inflation of building sum insured following a loss	20% of building SI
Claims preparation costs	250,000

Additional benefits and extensions included in the cover

Automatic reinstatement of sum insured following a loss	The amount of the loss
Subsidence and landslip (see policy for excluded areas)	On request only
Tsunami	Building sum insured
Building on another site	Building sum insured

Benefits and extensions that are included in the Building Sum Insured

Demolition costs up to 15% of the claim	These costs are included in the building sum insured. You must ensure that your sum insured is adequate
Professional fees up to 15% of the claim	
Cost of submitting plans and obtaining building approvals	
Fire extinguishing costs	
Public authority requirements	

Benefits and extensions that we will pay in addition to your sum insured to which limits apply

Additional claims preparation costs	As required by you
Damage to gardens and landscaping	25,000
Theft of common property contents in the open	10,000
Reinstatement of documents	5,000
Reward for information	10,000
Replacement of locks and keys	5,000
Emergency costs to minimize damage	5,000
Temporary protection and guarding costs	5,000
Fallen trees	5,000

Theft of exterior fixtures and fittings	20,000
Power surge	20,000
Additions and alterations – contract value not exceeding	500,000
Storm and flood damage to retaining walls	1,000,000
Hail damage to Skylights, glass awnings and structures	20,000

ADDITIONAL POLICY SECTIONS

Geyser replacement and repair	limit
100L	6,300
150L	6,800
200L	8,500
250L or more	10,500
Geyser repair	1,000
Money	100,000
CSOS Act 2011 Fidelity Guarantee	Optional
Public Liability	50,000,000
Employers Liability	10,000,000
Directors Liability	5,000,000
Personal Accident	20,000
Machinery Breakdown	100,000
Electronic Equipment	Specified items only

EXCESSES

The following table explains our standard excesses. These will vary for individual risks depending on risk profile and claims experience. Where the excess is expressed as a percentage it is a percentage of the amount claimed.

Fire	R2750
Impact	20% minimum R2750
Power surge	20% minimum R2750
Subsidence and landslip (if included)	3% maximum R250,000
Earthquake	R2750
Storm wind rain	R2750
Hail and snow	20% minimum R2750
Accidental flood	R2750

Damage following geyser failure (repair or replacement)	R2750
Burst pipes, including resultant damage	R2750
Wooden, laminate and bamboo flooring	20% minimum R2750
Damage to shade netting, carports and external awnings	20% minimum R2750
Theft, attempted theft and malicious damage	20% minimum R2750
Water damage if unoccupied	20% minimum R2750
Geyser replacement and repair	
Replacement	R2000
Repair	NIL
All other claims	R2750
All other sections of the policy	R2500

COMMERCIAL BUILDINGS

BUILDING SECTION

Basic cover

Buildings (and landlords fixtures and fittings)	As required by you
Inflation of building sum insured following a loss	20% of building SI
Claims preparation costs	250,000

Additional benefits and extensions included in the building sum insured

Automatic reinstatement of sum insured following a loss	The amount of the loss
Subsidence and landslip (see policy for excluded areas)	Building sum insured
Tsunami	Building sum insured
Building on another site	Building sum insured
Floor space ratio	value of the lost area

Benefits and extensions that are included in the Building Sum Insured

Demolition costs up to 15% of the claim	These costs are included in the building sum insured. You must ensure that your sum insured is adequate
Professional fees up to 15% of the claim	
Cost of submitting plans and obtaining building approvals	
Fire extinguishing costs	
Public authority requirements	

Benefits and extensions that we will pay in addition to your sum insured to which limits apply

Additional claims preparation costs	As required by you
Damage to gardens and landscaping	25,000
Reward for information	10,000
Replacement of locks and keys	5,000
Emergency costs to minimize damage	5,000
Temporary protection and guarding costs	5,000
Fallen trees	5,000
Theft of exterior fixtures and fittings	20,000
Power surge	20,000
Additions and alterations – contract value not exceeding	500,000
Storm and flood damage to retaining walls	1,000,000
Hail damage to Skylights, glass awnings and structures	20,000

ADDITIONAL POLICY SECTIONS

Geyser replacement and repair	limit
100L	6,300
150L	6,800
200L	8,500
250L or more	10,500
Geyser repair	1,000
Business Interruption (Loss of Gross rentals)	As required by you
Public Liability	30,000,000
Employers Liability	10,000,000
Machinery Breakdown	Specified items only
Electronic Equipment	Specified items only

EXCESSES

The following table explains our standard excesses. These will vary for individual risks depending on risk profile and claims experience. Where the excess is expressed as a percentage it is a percentage of the amount claimed.

Fire	R1250
Impact	20% minimum R2750
Power surge	20% minimum R2750

Subsidence and landslip	3% maximum R250,000
Earthquake	R1250
Storm wind rain	R1250
Hail and snow Gauteng and Pietermaritzburg	20% / R2750
Hail and Snow all other areas	R2750
Accidental flood	R2750
Damage following geyser failure (repair or replacement)	R1250
Pipes, including resultant damage	R2750
Wooden, laminate and bamboo flooring	20% minimum R2750
Damage to shade netting, carports and external awnings	20% minimum R2750
Theft, attempted theft and malicious damage	20% minimum R2750
Water damage if unoccupied	20% minimum R2750
Geyser replacement and repair	
Replacement	R2000
Repair	NIL
All other claims	R1250
All other sections of the policy	R2500

DOMESTIC HOMEOWNERS

Basic cover

Buildings (and landlords fixtures and fittings)	As required by you
Inflation of building sum insured following a loss	20% of building SI
Claims preparation costs	250,000

Policy extensions

Alternative accommodation and loss of rent	25% of the building SI
Subsidence and Landslip	Building sum insured
Damage to Landscaped gardens	R25,000
Guards appointed to protect the building (not contents)	R5,000

Damage to gardens and Landscaping	No limit
Public Liability	R20,000,000
Trustees and members liability	R100,000
Machinery breakdown	R20,000
Geyser replacement and repair	limit
100L	6,300
150L	6,800
200L	8,500
250L or more	10,500
Geyser repair	1,000

EXCESSES

The following table explains our standard excesses. These will vary for individual risks depending on risk profile and claims experience. Where the excess is expressed as a percentage it is a percentage of the amount claimed.

Fire	R1,000
Impact	R1,000
Power surge	R1,000
Subsidence and landslip	1% maximum R20,000
Earthquake	R1,000
Storm wind rain	R1,000
Hail and snow Gauteng and Pietermaritzburg	20% / R2,750
Hail and Snow all other areas	R2,750
Accidental flood	R2,750
Damage following geyser failure (repair or replacement)	R1,000
Pipes, including resultant damage	R2,750
Damage to wooden or laminate flooring (cumulative)	20% minimum R1,000
Damage to shade netting, carports and external awnings	20% minimum R1,000
Water, theft and malicious damage if unoccupied	20% minimum R2,750
Geyser replacement and repair	
Replacement	R2,000
Repair	NIL
All other claims	R2,750