



CO-OPERATIVE INSURANCE COMPANY PLC

For the people, by the people . . .

Co-op Insurance House, 74/5, Grandpass Road, Colombo 14, Sri Lanka

COOP KEDELLA DWELLING HOUSE INSURANCE Insurance Product Information Document



1. Information about the type of insurance cover

This is a pre-designed insurance policy introduced for small- and medium-income residential owners. It provides protection for residential buildings and their contents against loss or damage caused by accidental fires and related named perils such as lightning, explosions, and natural disasters.

The policy automatically covers both the building and its contents on a first-loss basis. Under this insurance policy, the following three schemes are available:

Schedule	Sum Insured (Rs.)
Scheme 1	Rs. 1,000,000/-
Scheme 2	Rs. 2,500,000/-
Scheme 3	Rs. 5,000,000/-

2. A Summary of Basic Covers

Perils Covered - Loss or damage to insured property caused by,

- Fire or lightning and explosion,
- Cyclone/storm/tempest, flood, earthquake with fire and shock,
- Natural perils (including tidal waves, tsunami ,volcanic eruption, typhoon, tornado, hurricane, thunderstorm, hailstorm, windstorm, rainstorm)
- Impact damage by motor vehicles or animals not belonging to the insured or under the control of the insured
- Aircraft damage,
- Electrical extra (with fire marks) damage and / or loss of household electrical / electronic equipment, devices, installation, fixtures and fittings by fire
- Bursting & overflowing of water tanks, pipes and apparatus

(For more details about basic cover, please refer to Endorsement No F01 to F08 and F22 Electrical Inclusion Clause of the Private Dwelling House Insurance Policy Document)

Cover Limits :-

- In case of total loss of residential building including contents - The policy shall indemnify the sum insured of the policy

- ii. In case of partial loss or damage to insured building and its contents
Damage to building is indemnify up to 80% of the Sum Insured or actual repair cost whichever is less at the time of loss and damage to contents up to 20% of the sum insured or actual repair / replacement cost of damage items whichever is less at the time of loss
(For more details about policy coverage , please refer to condition of basis of indemnity as stated in the policy schedule)

3. Key features of the policy document including exclusions, terms and conditions applicable

i. Exclusions

This Insurance policy does not cover,

- a) Loss or damage caused directly or indirectly or through or in consequence of war, invasion, act of foreign enemy, hostilities or any kind of war like operation (whether war be declared or not), mutiny, civil war, riots, strike, civil commotion, rebellion, military rising or military or usurped power or martial law, state of siege or act of terrorism
- b) Loss or damage caused by willful act or willful negligence by the Insured or his /her representatives
- c) Loss or damage caused by nuclear reaction, radiation and radioactive contamination of nuclear fuel or waste
- d) Theft of insured property during or after the fire or any insured perils
- e) Natural heating, subterranean fire
- f) Perils of earthquake, landslides, subsidence or inundation from the sea
- g) Insured property burning of property order by any public authority
- h) Consequential loss of any kind

(For more details about exclusion, please refer to Risk not covered section of the Private Dwelling House Insurance Policy Documents)

ii. Risks not covered unless expressly included

Unless specifically stated, this insurance does not cover:

- a. Goods held in trust or on commission.
- b. Bullion or unset precious stones.
- c. Any curio or work of art worth more than Rs.500/-.
- d. Manuscripts, plans, drawings, designs, patterns, models, or moulds.
- e. V. Securities, documents, stamps, coins, paper money, cheques, business books, or computer records.
- f. Coal damaged by its own spontaneous combustion.
- g. Explosives.
- h. Loss or damage from explosions, except for gas used for lightning or domestic purposes in a buildings.
- i. Loss or damage from burning forests, bush, prairie, pampas, patnas, or jungle, and land clearing by fire.

(For more detail, please refer to condition no. 07 Private Dwelling House Insurance of the Policy Documents)

iii. Terms and Conditions

Alterations and Removals:

This Insurance cover will cease to the property affected unless insured obtains an approval from the company before the occurrence of loss or damage;

- a. If the trade or use of the building changes, increasing the risk of fire or other damage.
- b. If the building becomes unoccupied for more than 30 days.
- c. If the insured property is moved to another building or location
- d. The ownership of the insured property changes, except by will or law.

(For more detail, please refer to condition no. 08 of the Private Dwelling House Insurance Policy Documents)

4. The mode of payment of premium – Single Payment

5. Obligations of the policyholder in disclosing material facts

If any material change is made to the subject matter of insurance (e.g., change of occupancy of residence, new additions, or improvements to the insured property), the policyholder shall immediately notify the Company in writing and pay any additional premium required due to the increased hazard.

6. Obligation of the policy holder when a claim is made

All Claims must be made before expiration of 12 months of the happening of the loss or damage (*For more detail, please refer to condition no. 21 of the Private Dwelling House Insurance Policy Documents*)

7. Procedure to be followed in the event of claim

- i. Immediately notify the company of the incident / damage to insured property through company hotline no. 0112 557 300 - 9 as soon as any loss or damage occurs.
- ii. Do not repair the damages or replace of the damaged items or parts before an inspection of such damage by the loss adjuster/ inspector or representative of the Insurance Company.
- iii. Do not remove or dispose the salvages without consent and approval by the insurance Company
- iv. Submit a duly filled claim form along with loss estimate, price quotations, payment bill and receipt and other supporting documents requested by the non motor claims department within 30 days from the date of loss via email, registered post, or through any of our branch offices.

Email Address :- nonmotor.claim@coopinsu.com
Postal Address :- The Manager - Non Motor Claims,
Cooperative Insurance Company PLC,
Coop Insurance House, No. 74/5, Grandpass Road, Colombo 14.

v. Resolution Process of claim dispute - Claims disputes will be settled through negotiation with the Company or the process of arbitration (*please refer condition no. 18 of Private Dwelling House Insurance policy document for more details*) or referred to an insurance ombudsman and the Insurance Regulatory Commission of Sri Lanka

a. Insurance Ombudsman
Address: No 1, Bethesda Place, Colombo 05,
Tele: +94 11 250 5542 / +94 11 250 5041
Email: info@insuranceombudsman.lk

b. Insurance Regulatory Commission of Sri Lanka
Address: Level 11, East Tower, World Trade Centre, Colombo 1
Telephone: 0112396184-9 General Line :- 0112335167
Email: info@irsl.gov.lk

8. Complaint and grievance handling procedure

Policyholders may submit their complaints and grievances to the Company through any of the following channels:

- Online: Visit the Company's official website at www.ci.lk and access the Customer Complaints Web Portal
- Telephone: 011 247 2795
- Email: complaint@coopinsu.com
- Registered Post: Customer Complaint & Grievance Unit, Cooperative Insurance Company PLC, No. 74/5, Grandpass Road, Colombo 14

9. Few Things to Remember

i. **Policy Cancellation** - This insurance may be cancelled by the insured at any time by registered letter, in which case the Company will retain the premium for the period the policy was in force, based on the short-period rate. The Company may also cancel the policy at any time by registered letter to the insured and will refund the rateable portion of the premium for the unexpired terms from the date of the cancellation.

ii. **Compulsory Excess applicable on each & every loss**

- 10% or with a Minimum of Rs. 10,000/- on flood claims
- 10% on each and every other claims

(For more detail, please refer to policy schedule of the Policy Documents)

11. Contact Information of the Company to get further information

- Telephone :- 011- 2557300 - Extension - 261
- Email - nonmotor.uw@coopinsu.com
- By registered post – The Manager – Non Motor, Cooperative Insurance Company PLC, No. 74/5, Grandpass Road, Colombo 14
- Visit any of the Cooperative Insurance Company PLC island wide branch offices

12. Importance Note given in the Direction

The IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form a part of the policy/contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.”