



# FLEXI HOME GUARD INSURANCE

Date: As Per Printing Date

## Product Disclosure Sheet

*(Read this Product Disclosure Sheet before you decide to take out the Flexi Home Guard Insurance. Be sure to also read the general terms and conditions.)*

### 1. What is this product about?

Flexi Home Guard Insurance is a comprehensive home policy that covers the private dwelling house/flat/apartment against fire and other perils. This insurance also provides an all-in-product that provides comprehensive coverage for accidental loss or damage to home contents.

Furthermore, this product includes extended coverage to ensure all-round home protection for greater assurance.

This product is underwritten by MSIG Insurance (Malaysia) Bhd and is specifically designed for [Hong Leong Bank Berhad](#) customers, who are Malaysians, Permanent Residents residing in Malaysia, Work Permit/Employment Pass Holders or otherwise legally employed in Malaysia.

### 2. What are the covers/benefits provided?

This Policy covers loss or damage to the building and has 4 different sum insured on Contents covering the benefits as below:

BENEFITS	MAXIMUM LIMIT <sup>^</sup> (RM)
<p><b>SECTION I - BUILDING</b> Covers loss or damage to the building caused by the following:</p> <ul style="list-style-type: none"><li>• Fire, lightning thunderbolt, subterranean fire</li><li>• Explosion</li><li>• Aircraft damage</li><li>• Impact damage by road vehicles or animals</li><li>• Bursting or overflowing of water tanks, apparatus or pipes*</li><li>• Theft but only if accompanied by actual forcible and violent entry or exit</li><li>• Hurricane, cyclone, typhoon or windstorm**</li><li>• Earthquake or volcanic eruption**</li><li>• Flood excluding loss or damage caused by subsidence or landslip**</li><li>• Robbery and hold up in the premises</li><li>• Loss or rent up to the limit of 10% of total sum insured on building</li></ul> <p><b>In the event of loss or damage occurred, the following excess will apply:</b></p> <ul style="list-style-type: none"><li>• For peril marked with *, the first RM50.00 is not covered.</li><li>• For peril marked with **, the first 1% of the total sum insured on buildings or RM200.00, whichever is the less.</li></ul>	Sum Insured to be determined by Insured

BENEFITS	MAXIMUM LIMIT <sup>^</sup> (RM)
<p>You can extend the “Section I - Building” to cover loss or damage due to the following with payment of additional premium:</p> <ul style="list-style-type: none"> <li>• Plate Glass Damage</li> <li>• Damage by hurricane, cyclone, typhoon or windstorm to metal stacks, awnings, blinds, signs and other outdoor fixtures and fittings including gates and fences</li> <li>• Alterations, Repairs and Additions</li> <li>• Additional Rent Insurance</li> <li>• Riot, Strike and Malicious Damage</li> <li>• Subsidence and Landslip</li> </ul>	
<p><b>SECTION II - HOME CONTENTS</b>            Indemnifies against loss of or damage to your home contents whilst contained in your private dwelling.</p> <ul style="list-style-type: none"> <li>• Any one article</li> <li>• Valuables</li> </ul>	Up to total sum insured <ul style="list-style-type: none"> <li>• 5% of the total sum insured on Contents</li> <li>• 1/3 of the total sum insured on Contents</li> </ul>
<p><i>Extended Coverage for Section II: Home Contents            (Only applicable with minimum total Contents sum insured of RM25,000)</i></p>	
<p><b>A. Loss of Personal Money at Home</b>            Covers the accidental &amp; physical loss of personal money arising out of theft, hold up or armed robbery.</p>	1,500
<p><b>B. Automatic Increase in Limit on Personal Money at Home During Festive Seasons &amp; Weddings</b>            The aggregate limit under Benefit A will be automatically increased by 100%, to cover the accidental &amp; physical loss of personal money arising out of theft, robbery and hold up for 7 days before the 1<sup>st</sup> day of the festive season<sup>^^</sup>/wedding<sup>^^^</sup> to the 7<sup>th</sup> day following (both days inclusive).</p> <p><sup>^^</sup>Festive Seasons: Hari Raya Aidilfitri, Chinese New Year, Deepavali &amp; Christmas</p> <p><sup>^^^</sup>Wedding: Insured’s or a member of Insured’s family’s wedding</p>	3,000
<p><b>C. Alternative Accommodation</b>            Indemnifies the necessary cost of reasonable alternative accommodation and/or rent as a result of your home being rendered uninhabitable due to accidental loss or damage.</p>	Up to 300 per day (max. 10,000)
<p><b>D. Maintenance Fee Protection Benefit</b>            Indemnifies the monthly maintenance fee in the event that your home becomes and remains uninhabitable due to accidental loss or damage.</p>	Up to 3 months (subject to 500 for any one loss or in aggregate)



**MSIG Insurance (Malaysia) Bhd**  
 Registration No. 197901002705 (46983-W)  
 Head Office: Customer Service Centre, Level 15,  
 Menara Hap Seng 2, Plaza Hap Seng, No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur  
 Tel +603 2050 8228, Fax +603 2026 8086, Customer Service Hotline 1-800-88-MSIG (6744)  
[www.msig.com.my](http://www.msig.com.my)

A Member of **MS&AD** INSURANCE GROUP

BENEFITS	MAXIMUM LIMIT <sup>^</sup> (RM)
<b>E. Replacement of Window/Door/External Locks</b> Indemnifies reasonable cost incurred for the repair, replacement and installation of window and external door (including locks & keys) due to burglary, housebreaking or theft.	2,000
<b>F. Burglary/Robbery Harm Allowance</b> Payment of allowance in the event you/your family members residing with you sustain injury caused by burglars or robbers within your home.  Note: a) Sick leave of at least 1 day granted by medical practitioner is required. b) Where allowance is payable for more than 1 person arising out of the same event, the compensation shall be apportioned in equal shares.	1,000 for any one loss (3,000 in the aggregate)
<b>G. Compensation for Death Due to Fire, Burglary, Robbery or Attempt Thereat</b> Compensation in the event of your death or the death of your family members/relatives/domestic servant/friends who are permanently residing with you resulting from an injury caused in your home by fire, burglary, robbery, or any attempt thereat.	100,000
<b>H. Interior Decoration/Refurbishment/Renovation</b> Indemnifies against loss of or damage to the contract works during the period of interior decoration/refurbishment/renovation by contractors for up to 2 months.	2,000 per item (max. 20,000)

<sup>^</sup>The liability of the Company is limited to any one loss and in aggregate during any one period of insurance. Terms and conditions may apply.

**Optional Coverage for Section I and/or II**

*(You may also cover the following by paying additional premium)*

COVERS	SUM INSURED/ LIMITS OF LIABILITY (RM)
<b>(A) MALICIOUS DAMAGE BY TENANT</b> Pays against loss or damage to your contents caused by malicious act of your tenant.	Plan 1: 2,000 Plan 2: 3,000 Plan 3: 5,000
<b>(B) WORLDWIDE COVERAGE FOR PERSONAL BELONGINGS</b> Indemnifies against loss of or damage to the personal effects and/or valuables belonging to you or your family members, anywhere in the world.	1,000 for any one item (max 3,000)
<b>(C) WORLDWIDE PERSONAL LIABILITY</b> Pays legal costs and expenses incurred to cover injury to members of the public and/or damage to third party property when you or your family members become legally liable. <ul style="list-style-type: none"> <li>• Worldwide, other than USA and Canada</li> <li>• USA and Canada</li> </ul>	2,000,000 in aggregate 1,000,000 in aggregate



**MSIG Insurance (Malaysia) Bhd**  
Registration No. 197901002705 (46983-W)  
Head Office: Customer Service Centre, Level 15,  
Menara Hap Seng 2, Plaza Hap Seng, No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur  
Tel +603 2050 8228, Fax +603 2026 8086, Customer Service Hotline 1-800-88-MSIG (6744)  
[www.msig.com.my](http://www.msig.com.my)

A Member of **MS&AD** INSURANCE GROUP

**Note:**

- The sum insured for Section I is to be determined by Insured
- The sum insured for Section II and optional coverage are fixed as per the above table of benefits.

Duration of cover is for 1 year. It may be renewed on each anniversary of the date of inception of the Policy by payment of the premium determined by the MSIG Insurance (Malaysia) Bhd at the time of renewal.

Please refer to Policy Document for detailed information about Flexi Home Guard Insurance's schedule of benefits.

The benefit(s) payable under eligible product is protected by PIDM up to limits. Please refer to PIDM's TIPS Brochure or contact MSIG Insurance (Malaysia) Bhd or PIDM (visit [www.pidm.gov.my](http://www.pidm.gov.my)).

### 3. How much premium do I have to pay?

The price you pay will be based on the Building and/or Home Contents sum insured, type of building, construction class (material used) and optional coverage required and underwriting requirements of the insurance company. The minimum premium charged for this Policy is RM60.00 after deduction of any discount other than discount for commission or brokerage.

### 4. What are the fees and charges that I have to pay?

- |               |                 |
|---------------|-----------------|
| • Service Tax | • 8% of premium |
| • Stamp Duty  | • RM10.00       |

You are obligated to pay any applicable taxes (which include but not limited to service tax and stamp duty) imposed by the Malaysian tax authorities in relation to your Policy.

### 5. What are some of the key terms and conditions that I should be aware of?

- **Duty of Disclosure** - It is your duty to disclose to MSIG Insurance (Malaysia) Bhd ("Company") a matter that (a) you know to be relevant to the decision of the Company on whether to accept the risk or not and the rates and terms to be applied; or (b) a reasonable person in the circumstances could be expected to know to be relevant. Your duty of disclosure shall continue until the time the contract of insurance is entered into, varied or renewed.

**Where you are purchasing this insurance wholly for purpose not related to your trade, business or profession, the above duty of disclosure will not apply.** Instead, you must take reasonable care not to misrepresent when answering questions in the proposal form or in any request made by the Company and check the information you have provided is complete and accurate. You should also disclose all relevant information which may influence the Company in the acceptance of this insurance, decide the terms and premium you will pay. If you do not take reasonable care and the information provided by you is incomplete or inaccurate, this may affect your claim. Your responsibility to provide complete and accurate information when requested by the Company shall continue until the time of you entering into, making changes to or renewing your insurance.

- **The basis of compensation for loss/damage to the property:**
  - **Market Value (Contents)** - it will pay the value of the property insured at the time of damage or loss less due allowance for wear and tear and/or depreciation and subject to the deduction of any excess and amount which you required to bear under the policy.

- Reinstatement Value (new for old) (Buildings & Contents) - it will pay full cost of repairing the damaged building without any deductions being made for wear, tear or depreciation, provided that the Sum Insured is adequate to cover the total cost of reinstating the building.
  - **Jurisdiction within Malaysia** - The indemnity provided under Optional Coverage C shall not apply to or include compensation for damages in respect of judgement not in the first instance delivered by or obtained from the Court of competent **JURISDICTION WITHIN MALAYSIA**.
  - **Cash Before Cover** - This insurance shall not be effective unless the premium payable has been paid.
  - **Notice of Claim** - Please provide a written notice to us with full details upon receiving notice of or sustaining any accident, loss or damage. You may contact any MSIG Branch or your insurance adviser to obtain a copy of the claim form. Submit the completed claim form to us together with all relevant documents as soon as possible.
- This policy may be renewed year to year by mutual agreement between you and the Company.

Note: This list is non-exhaustive. Please refer to the Policy Document for the full list of terms and conditions under this Policy.

## 6. What are the major exclusions under this Policy?

This policy does not cover the following events:

- War and related risks.
- Government Regulations and Acts of Authorities.
- Atmospheric conditions, wear and tear, and deterioration.
- Mechanical or electrical breakdown or defect.
- Consequential loss or legal liability of whatsoever nature.
- Loss caused by voluntary parting of title or possession of any property by the Insured or others to whom the property may be entrusted.
- Air travel except as a passenger in a fully licensed passenger-carrying aircraft.
- Acts of Terrorism.

Note: This list is non-exhaustive. Please refer to the Policy Document for the full list of exclusions under this Policy.

## 7. Can I cancel my policy?

The Company may cancel this cover or any Section (as in paragraph 2 above) by sending seven (7) days' notice by recorded delivery letter or registered letter to your last known address and the refund of premium will depend on how long the cover has been in force and whether any claim has been made.

You may cancel the cover at any time by notifying us in writing. Any refund of premium is based on the short period rate basis and depends on how long the cover has been in force and subject to the Company retaining a minimum premium of RM60.00 and whether any claim has been made. The short period rate is as follows:



**MSIG Insurance (Malaysia) Bhd**  
Registration No. 197901002705 (46983-W)  
Head Office: Customer Service Centre, Level 15,  
Menara Hap Seng 2, Plaza Hap Seng, No. 1, Jalan P. Ramlee, 50250 Kuala Lumpur  
Tel +603 2050 8228, Fax +603 2026 8086, Customer Service Hotline 1-800-88-MSIG (6744)  
[www.msig.com.my](http://www.msig.com.my)

A Member of **MS&AD** INSURANCE GROUP

Period Not Exceeding	Refund of Annual Premium
15 days	90%
1 month	80%
2 months	70%
3 months	60%
4 months	50%
5 months	40%
6 months	30%
7 months	25%
8 months	20%
9 months	15%
10 months	10%
11 months	5%
Period exceeding 11 months	No refund

#### 8. What do I need to do if there are changes to my contact/personal details?

It is important that you inform us of any change in your contact or personal details to ensure that all correspondences reach you in a timely manner.

You must also advise us in writing as soon as you are aware of any change in the employment, occupation, duties or pursuits of any Insured Person, or any other change which may increase the risk profile of this Policy. You may be required to pay additional premium as a result of any such change.

#### 9. Where can I get further information?

Should you require additional information about Flexi Home Guard Insurance, please contact us at:

**Insurer:**  
MSIG Insurance (Malaysia) Bhd  
Registration No. 197901002705 (46983-W)  
**Bancassurance/ Affinity & Online:**  
Level 16, Menara Hap Seng 2,  
Plaza Hap Seng,  
No. 1, Jalan P. Ramlee,  
50250 Kuala Lumpur.  
MSIG Banca Hotline: 1800-88-6163  
Fax: (603) 2070 5959  
E-mail: [bancahotline@my.msig-asia.com](mailto:bancahotline@my.msig-asia.com)

**Distributed By:**  
Hong Leong Bank Berhad  
Level 16, Hong Leong Tower,  
No.6, Jalan Damanlela,  
Bukit Damansara,  
50490 Kuala Lumpur.

#### 10. Other types of Houseowner/Householder Insurance cover available:

- Please refer to our website at [www.msig.com.my](http://www.msig.com.my).

**IMPORTANT NOTE: YOU SHOULD SATISFY YOURSELF THAT THIS POLICY WILL BEST SERVE YOUR NEEDS. YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE BANK OR CONTACT THE INSURANCE COMPANY DIRECTLY FOR MORE INFORMATION.**

This information provided in the Product Disclosure Sheet is valid as at 1 MARCH 2024.