

Conditions student insurance household contents

ABN AMRO Schadeverzekering N.V.

This is a translation of the original Dutch text. In the event of any disparity between the Dutch original and this translation, the Dutch text will prevail.

These conditions describe the household contents insurance of your student insurance. This insurance covers financial setbacks in the event of *damage* to your *household contents*.

Do *you* have any questions? Call telephone number 0900 – 0024 (*usual call charges*).

What do these conditions say?

- >> Page 1: What do the words in italics mean?
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What do the words in italics mean?

Some words in these conditions are printed in italics. These words have a special meaning. The interpretation of these words can be found in the list of definitions at the end of these conditions.



How do *you* report *damage*?

Do *you* have *damage* to your *household contents*? Report this as quickly as possible. This is possible in two ways:

- ▶ Call telephone number +31 (0)38 496 7123;
- ▶ *you* can report the *damage* in writing or online with a *damage* form. *You* can find the *damage* form on abnamro.nl. *You* will find it quickly if *you* search using the words 'schade inboedel'.



What changes are *you* always required to report?

You must report the following changes to us:

- ▶ when *you* are insured as single person and this situation changes;
- ▶ when your household is expanded with a child living at *home*;
- ▶ when *you* move abroad;
- ▶ when your *home* is no longer inhabited permanently;
- ▶ when *you* are no longer entitled to student finance.

Please note: *You* must give notice of these changes within 14 days after they arise. *We* will then look for a suitable solution. And assess whether and how the insurance can be continued. Do *you* fail to give timely notice of the change? Then your *household contents* are no longer insured and the insurance ends. Unless *you* demonstrate that the risk of *damage* has not increased.

What does your household contents insurance cover?

Your insurance covers *damage* to your *household contents*. The *damage* must be sudden and unforeseen. Maximum insured sums apply to your personal jewellery, audio, video and computer equipment in case of theft. These amounts are on your policy.

Please note: The cover applies, unless there is a situation that is never covered by your insurance. Therefore do not just read what is covered by your insurance, but also what is never covered.



What does your household contents insurance cover **IN** the *home*?

Your insurance covers *damage* to your *household contents* inside the *home* due to:

- ▶ smoke, soot, *fire*, lightning or *explosion*;
- ▶ storm;
- ▶ a falling aircraft or spacecraft or an object from outer space;
- ▶ *vandalism* or *terrorism*;
- ▶ disturbance or disorder;
- ▶ armed robbery;
- ▶ being hit by a *motor vehicle*, a *vessel* or *falling load*;
- ▶ a falling tree, antenna, crane or parts thereof;
- ▶ an aircraft, spacecraft or object from outer space;
- ▶ glass shards of a window, mirror, aquarium or glass plate;
- ▶ theft after *burglary* in the living quarters, that only *you* use;
- ▶ *precipitation* or *overflowing water*. Please note: *damage* due to *precipitation* through open doors or windows is not covered.



What does your insurance cover **OUTSIDE** the *home*?

In a number of situations, your insurance also covers *damage* to your *household contents* when located outside the *home*. The *damage* must be sudden and unforeseen. The cover depends on the situations below:

- ▶ Are your *household contents* located in a different *building* in *the Netherlands*? In that case your insurance covers up to a maximum of € 2,000 for each *event* for *damage* due to *fire*, smoke, soot, lightning, *explosion*, theft after *burglary*, being hit by a *motor vehicle*, or a *vessel*, *falling load*, a falling aircraft or spacecraft, or an object from outer space;
- ▶ Are your *household contents* located in *the Netherlands* outside of a *building*? In that context your insurance covers up to a maximum of € 250 for each *event* for *damage* due to *fire*, smoke, soot, lightning, *explosion*, an aircraft or space craft, an object from outer space or theft from the closed trunk of a car;
- ▶ Are your *outdoor household contents* located in your *garden*? In that case your *outdoor household contents* are covered up to a maximum of € 2,000 for each *event* for *damage* due to *fire*, smoke, soot, lightning, theft, *explosion*, being hit by a *motor vehicle*, or a *vessel*, *falling load*, an aircraft or spacecraft, or an object from outer space.



What does your household contents insurance never cover?

Your insurance NEVER covers:

- ▶ a *motor vehicle*, caravan, trailer, *vessel*, or the parts that belong to it;
- ▶ a loose gemstone, stamp or coin and unprocessed precious metals;
- ▶ *household contents* in beach houses;
- ▶ *household contents* not belonging to *you*;
- ▶ digital details of software;
- ▶ money or valuable papers. Please note: In the *home*, this is covered up to a maximum of € 500.

Your insurance NEVER covers *damage arising*:

- ▶ before the beginning or after termination of your insurance;
- ▶ due to *intent*, serious negligence or an illegal activity on your part;
- ▶ because *you* are under the influence of a *narcotic substance*;
- ▶ due to processing or cleaning;
- ▶ due to normal use, even if that leads to *disfigurement*;
- ▶ due to an earthquake, volcanic eruption, *flooding*, *acts of war* or *nuclear reaction*;
- ▶ due to *terrorism* that is not compensated by the Dutch Terrorism Risk Reinsurance Company [Nederlands Herverzekeringsmaatschappij voor Terrorisemeschade (NHT)]. See also terrorismeverzekerder.nl;
- ▶ due to ground water, water from (garden) hoses or *damp penetration*;
- ▶ due to wind weaker than wind force 7 according to the KNMI [Royal Dutch Meteorological Institute];
- ▶ due to actions of the government;
- ▶ due to a plant, mould, virus, bacteria or vermin;
- ▶ due to a corrosive, contagious or contaminating substance. Please note: This does not apply to *damage* due to smoke or soot;
- ▶ due to theft without *burglary* of *household contents* from a *motor vehicle* or a *vessel*;
- ▶ when national or international laws or regulations prohibit this;
- ▶ due to remodelling work. Unless *you* demonstrate that the risk of *damage* has not increased as a consequence of this.

What happens in the event of *damage* and what do *we* pay out?

1

What do *we* do if *you* report *damage* to us?

If *you* report *damage* to us, then *we* will determine what happened. And *we* will determine the scope of your *damage*. *You* give us the information *we* need. Has there been a criminal offence? Then *you* must send us proof that the matter has been reported to the police. What if *you* do not cooperate in the assessment of the *damage* or fail to observe another obligation from the conditions? Then *we* may refuse to pay out a *damage*.

Sometimes *we* ask an *expert* to assist us to determine the scope of the *damage*. *You* may also engage an *expert* yourself. *We* reimburse this up to the maximum amount that our *expert* charges. Does your *expert* charge more? Then *we* assess whether this is reasonable. *We* do not reimburse unreasonable costs.

What happens if both *you* and *we* each engage an *expert*? These *experts* will then first together appoint an independent *expert*. Then your *expert* and our *expert* will each determine the scope of the *damage*. They will try to agree between themselves. What happens if they can't agree? Then the independent *expert* will decide the matter.

2

How do *we* determine whether *damage* is covered?

In order to determine whether *damage* is covered *we* use these conditions, the policy and the information *we* have received.

3

How do *we* determine the scope of the covered *damage*?

The scope of the *damage* is the new value immediately before the *damage* minus the sales value immediately after the *damage*. Is the current value less than 40% of the new value? Then *we* assume the current value as point of departure, and not the new value.

4

How do *we* calculate what amount will be paid out to *you*?

We take the scope of the *damage* as the basis for the payout. Please note: This is not the case if the *repair costs* are lower than the amount of the *damage*. In that case *we* will pay out the *repair costs*. Do you have *damage* due to *theft* in the four *big cities*? Then an excess of € 250 per *event* applies. *We* deduct this from the compensation of *damage*. *We* pay out the remaining amount. *We* may also pay out the *damage* in kind.

Does your policy or do these conditions set out a maximum insured sum for *household contents*? Then *we* will pay out that sum as a maximum.

5

What other costs do *we* reimburse when your *damage* is covered?

Above the maximum insured amount, *we* reimburse the costs charged by *Stichting Salvage* and the reasonable costs of experts.

We also reimburse other costs up to a maximum of € 2,000. But only if *you* consult with us before *you* incur these costs. And if *we* agree. These other costs are:

- ▶ costs of repair of your *garden* in case of *damage* to your *household contents* due to *fire*, lightning, *explosion*, being hit by a *motor vehicle*, or a *vessel*, *falling load*, an aircraft, or spacecraft, or an object from outer space;
- ▶ costs of replacing your locks if your house key has been stolen from your home or residential area. Please note: *we* reimburse this up to a maximum of € 500 per *event*;
- ▶ cost of repair of things with a *tenant's interest* or *owner's interest*, if *you* are required to pay those costs;
- ▶ costs of substitute housing, if *you* can no longer live in the *home*;
- ▶ costs of storage of your *household contents*, if necessary;
- ▶ costs to clear your *household contents*, if necessary.

>> Words that appear in italics are explained in the list of definitions on page 7.



What other agreements are there?

When does your insurance start?

The insurance starts on the starting date. The starting date is on the policy.

When may you terminate your insurance?

You may terminate your insurance at any time. You cannot terminate your insurance with retroactive effect.

When may we terminate your insurance?

We may terminate your insurance on the revision date. The revision date is on the policy. We must give notice of the termination of the insurance 60 days before the revision date.

We may also terminate your insurance in the following situations:

- ▶ within 30 days after a *damage* has been reported, rejected or paid out;
- ▶ in the event of fraud committed by you. In that event, we may also terminate other insurances you have taken out with us;
- ▶ in the event of changes you must report;
- ▶ if the ABN AMRO bank account that is linked to this insurance is terminated;
- ▶ if you are no longer entitled to the ABN AMRO Student Package [ABN AMRO Studenten Pakket];
- ▶ if you have not paid the premium despite a warning.

When does your insurance change?

The insurance will be changed on the date of change. The date of change is on the changed policy. The previous policy will lapse as from the date of change.

In what situations may we change your insurance?

We may always change the conditions or premium of your insurance on the revision date. We may also change your insurance at other times:

- ▶ Do you report a change in the risk? Or are the details on your policy not correct? Then we may change the premium or the conditions.
- ▶ Do you no longer have the ABN AMRO Student Package? Then we may change the insurance into an ABN AMRO Household Contents Insurance [ABN AMRO Inboedelverzekering] and the ABN AMRO Student Insurance [ABN AMRO Studentenverzekering] ends.
- ▶ Do we want to change the insurance for a specific group of insurances or policyholders at the same time? Then we may change the premium, conditions or discounts on a date that we choose.

Do you not agree with a change? The policyholder can then end the insurance within 30 days after our change proposal. The insurance will then end on the date of change. You do not do this? Then you accept the change.

When and how do you pay the premium?

The policyholder pays the premium around the 1st of every month. This date is called the premium due date.

The premium, costs and insurance tax are automatically debited from your account. If this fails or we do not receive any premium? Then we will send you a warning. Do you fail to pay afterwards? Then 15 days after we have sent you a warning there is automatically no longer any cover. And the insurance ends.

Transfer or time-barring

In the event of *damage* you cannot transfer any objects to us.

Claims will be time-barred 3 years after a payout has been made. Or 3 years after the *damage* arose and you did not report it to us.

Complaints

If you are not satisfied with this insurance or our service, you can file a complaint with us. For more information on how to report a complaint to us, please go to abnamro.nl/klacht. If you are not satisfied with the outcome, you can submit this to the independent Klachteninstituut Financiële Dienstverlening (Kifid) [Financial Services Complaints Tribunal], P.O. Box 93257, 2509 AG The Hague or via kifid.nl. You may also submit your complaint to a court in the Netherlands.

Protection of privacy and electronic recording

We are bound by the “gedragscode Verwerking Persoonsgegevens Financiële Instellingen” [Code of Conduct for the Processing of Personal Details by Financial Institutions]. This code of conduct can be found on verzekeraars.nl if *you* search for ‘gedragscode’ [code of conduct].

Do *we* communicate with each other electronically? For example, via internet, e-mail or telephone. Then *we* can record this communication electronically. As proof or to improve the service.

How do *we* protect *you* and ourselves against intentionally incorrect information, deception or misleading information?

We presume that *we* will be informed correctly and completely. If there is a suspicion of intentionally incorrect information, deception or misleading information *we* can carry out an investigation. *We* do that in accordance with guidelines of the *Verbond van Verzekeraars*. Because *we* work together with *Delta Lloyd*, *we* also follow their guidelines. More information on this can be found on deltalloyd.nl/over-ons/integriteit. Here *you* will also find the “Protocol Incidenten waarschuwingssysteem Financiële Instellingen” (PIFI) [Protocol for the Incidents Warning System of Financial Institutions]. This protocol sets out the rules which *we* abide by if an incident is recorded in a register.

After carrying out an investigation *we* will make a decision. For example, to immediately terminate the insurance or not to make a payout. *We* may also terminate other insurances *you* have taken out with us. In addition *we* can decide to demand repayment of payouts and seek recovery of the investigation costs. *We* can also report the matter to the police. All these measures are to ensure that *you* do not pay unnecessary premium because others do not handle their insurance properly.

Dutch law

This insurance is governed by Dutch law. Does a dispute result in a dispute before a court? In that event, the dispute will be brought before a court in *the Netherlands*.

List of definitions



Definition	Explanation
Acts of war	is organised violence as described in the Dutch Financial Services Supervision Act. <i>We</i> adhere to this description. To summarise, there are <i>acts of war</i> in the event of organised violence: <ul style="list-style-type: none"> ▶ of a country, state or militant organisation which engages in war with military weapons; ▶ of an armed peace-keeping mission of the United Nations; ▶ of a population group or a large group of citizens who are engaged in a civil war; ▶ of a group or movement which rebels or riots against the government; ▶ of group members which mutiny against a ruling authority; ▶ of activists resulting in domestic unrest at various locations.
Big cities	are Amsterdam (post codes 1000 through 1109), The Hague (post codes 2500 through 2599, Rotterdam (post codes 3000 through 3099) or Utrecht (post codes 3500 through 3599).
Building	is something that is built and is not movable, like a house, basement (storeroom), shed or garage. Please note: a greenhouse is not a <i>building</i> .
Burglary	is illegally breaking into a <i>building</i> , residential area, motor vehicle or vessel with visible <i>damage</i> .
Current value	is the amount required to replace a <i>thing</i> immediately prior to the <i>damage</i> by an equal <i>thing</i> in the same condition. Please note: The same condition also means the same quality and age.
Damage	is material damage to or loss of a <i>thing</i> .
Damp penetration	is walls or floors becoming damp due to the rising or penetration of damp.
Delta Lloyd	is Delta Lloyd N.V. of which <i>we</i> are part.
Disfigurement	is discolouration, ageing, deformity, corrosion, stains, scratches, dings, small dents and other superficial <i>damage</i> which do not affect the normal use of property.
Event	is an incident. <i>We</i> deem several incidents which have the same cause one <i>event</i> .
Expert	is an expert person who adheres to the Loss Adjustment Organisations Code of Conduct.
Explosion	is a moment of a sudden, powerful force: <ul style="list-style-type: none"> ▶ of gases or vapours in a barrel whereby a difference in pressure arises; ▶ due to a chemical reaction of gases, vapours or liquids.
Falling load	is a load which falls from or leaks from a motor vehicle or vessel.
Fire	is fire that can spread to a place where it does not belong. <i>Fire</i> also includes scorching, melting, singeing, carbonisation and smouldering.
Flooding	is the giving way, breaking through or flooding of a dike, quay, sluice or other water defence. <i>Flooding</i> also includes water bursting of the banks.
Garden	is the garden around the <i>home</i> or the balcony belonging to the <i>home</i> .
Home	is the residential area of the <i>building</i> at the address set out on your policy. And in which <i>you</i> live. Please note: a <i>building</i> that <i>you</i> use primarily for business is not a <i>home</i> . Are <i>you</i> moving? Then <i>home</i> also includes your new <i>home</i> . <i>You</i> must report a move within 14 days.
Household contents	is all removable things that are yours and that <i>you</i> use for private purposes. Does the policy say that your cohabiting partner is also insured? Then <i>household contents</i> also includes your partner's <i>household contents</i> .
Intent	is a negligence that can be attributed to somebody.
Motor vehicle	is a <i>motor vehicle</i> which can exceed 16 km/hour. By <i>motor vehicle</i> we do not mean an electric bicycle or motor mower.
Narcotic substance	is a substance which causes a person to think or act with a decreased degree or awareness than had they not taken the substance.
Nuclear reaction	is a nuclear reaction whereby energy is released such as nuclear fusion, nuclear fission or radioactivity.
Outdoor household contents	relates to garden furniture, loose (dish) antenna, flag (pole), drying frames or washing.
Overflowing water	is water that due to a sudden defect or blockage: <ul style="list-style-type: none"> ▶ overflows because something inside the <i>home</i> becomes blocked, freezes up or breaks; ▶ overflows from the sewer, aquarium or waterbed; ▶ overflows from water pipes or devices or installations connected to the water pipes.
Owner's interest	is the interest that <i>you</i> as the owner of an apartment have in a <i>thing</i> within your apartment. And which has been added to this apartment as an improvement or facility.
Partner	is your husband, wife, registered <i>partner</i> or the <i>partner</i> with whom <i>you</i> cohabits.

Policyholder	is the person who took out the insurance and who must ensure that the premium is paid.
Precipitation	is: <ul style="list-style-type: none"> ▶ rain or melt water that leaks into a <i>building</i>, hail or snow; ▶ rainwater that flows into a <i>building</i> as a result of heavy rainfall. By heavy rainfall we mean at least 40 millimetres in 24 hours measured within a radius of 2 kilometres around the <i>home</i>.
Repair costs	are the costs of a repair required to return a <i>thing</i> to its original condition.
Stichting Salvage	is an independent foundation which was founded in 1986 by the <i>Verbond van Verzekeraars</i> , in cooperation with loss adjustment agencies and cleaning companies. Salvage offers first support in the event of <i>damage</i> . See also stichtingsalvage.nl .
Tenant's interest	is the interest that <i>you</i> as tenant of a <i>home</i> have in a <i>thing</i> you have paid for yourself and which has been added to the inside of the <i>home</i> .
Terrorism	is violent behaviour in the form of an attack or malicious contamination. And is intended to realise political, religious or ideological goals. A document has been prepared on the reinsurance of <i>terrorism</i> . Said document sets out what is insured. The document is called 'protocol afwikkeling claims' [Claims Handling Protocol]. The document can be found on terrorisneverzekerd.nl .
The Netherlands	is a country in Europe and part of the Kingdom of the Netherlands. By <i>the Netherlands</i> we also mean the border areas up to 30 km outside <i>the Netherlands</i> .
Thing	is a tangible object as described in the Dutch Civil Code.
Usual call charges	are your <i>usual call charges</i> without surcharge. These charges are determined by your telephone provider.
Vandalism	is wilful <i>damage</i> of your <i>household contents</i> due to the destructiveness of a person present in the <i>home</i> without your permission.
Verbond van Verzekeraars	[Dutch Association of Insurers] is an association representing the interests of insurers. See also verzekeraars.nl .
Vessel	is a <i>vessel</i> with a power exceeding 3kW or a sail larger than 20 m ² .
We	is ABN AMRO Schadeverzekering N.V.
You	is the person named on the policy as policyholder. This person took out the insurance and must ensure that the premium is paid. Does the policy say that your cohabiting partner is also insured? Then ' <i>you</i> ' also includes your <i>partner</i> .