What do these conditions say?

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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. Then you will no longer be insured and the insurance will end;
- When your home is no longer inhabited permanently;
- When you are no longer entitled to student finance.

Please note: You are required to report these changes within 14 days of their occurrence. If you fail to report a change on time, you could receive no or a lower payment in the event of damage.
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.

Words that appear in italics are explained in the list of definitions on page 7.
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 Herverzekeringmaatschappij voor Terrorismeschade (NHT)]. See also nht.vereende.nl/downloads;
- 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;
- to household contents made wholly or partly from fur.
What happens in the event of damage and what do we pay out?

What do we do if you report damage to us?
If you report a damage to us, we will determine what happened and whether the damage is covered. 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 help us determine the cause and extent 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.

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.

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.

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.

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 does your insurance change?
The insurance will be changed on the date of change. The date of change is on the changed policy. The policy that we have issued previously expires as of the change date.

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. The insurance will then end on the date of change. You do not do this? Then you accept the change.

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;
- if an insured person provides incorrect information, or commits fraud or deception;
- 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 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 Nationale Nederlanden, we also follow their guidelines. You can find more information about this on abnamro.nl/kkv.

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.

Sanctions regulations
Sometimes, national and international (sanctions) rules may forbid us to conclude an insurance agreement with you. The insurance does not come into being if you or another interested party is on a national or international sanctions list. As we check this retrospectively, a ‘condition subsequent’ applies. The condition subsequent is: “The agreement will only be concluded if it does not appear from testing that it is prohibited, on the basis of sanctions rules, to provide financial services for or on behalf of: policyholder; insured parties, co-insured parties and other (legal) persons who could benefit from the existence of the agreement; representatives and authorised representatives of the policyholder’s company; ultimately beneficial owners of the policyholder’s company”.

Dutch law
This insurance is governed by Dutch law. Does a dispute result in a dispute before a court? Then, the dispute is submitted to a court in the Netherlands.
<table>
<thead>
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<th>Definition</th>
<th>Explanation</th>
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| Acts of war           | Is organised violence as described in the Dutch Financial Services Supervision Act. We adhere to this description. To summarise, there are acts of war in the event of organised violence:  
  ▶ 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 building. |
| Burglary              | Is illegally breaking into a building, residential area, motor vehicle or vessel with visible damage. |
| Current value         | Is the new value of a thing less depreciation. Depreciation is based on age. You can find the depreciation list at abnamro.nl/afschrijvingslijst. |
| Damage                | Is material damage to or loss of a thing. |
| Damp penetration      | Is walls or floors becoming damp due to the rising or penetration of damp. |
| Disfigurement         | Is discolouration, ageing, deformity, corrosion, stains, scratches, dings, small dents and other superficial damage which do not affect the normal use of property. |
| Event                 | Is an incident. We deem several incidents which have the same cause one event. |
| Expert                | Is an expert person who adheres to the Loss Adjustment Organisations Code of Conduct. |
| Explosion             | Is a moment of a sudden, powerful force:  
  ▶ 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. Fire 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. Flooding also includes water bursting of the banks. |
| Garden                | Is the garden around the home or the balcony belonging to the home. |
| Home                  | Is the residential area of the building at the address set out on your policy. And in which you live. Please note: a building that you use primarily for business is not a home. Are you moving? Then home also includes your new home. You must report a move within 14 days. |
| Household contents    | Is all removable things that are yours and that you use for private purposes. Does the policy say that your cohabiting partner is also insured? Then household contents also includes your partner’s household contents. |
| Intent                | Is a negligence that can be attributed to somebody. |
| Motor vehicle         | Is a motor vehicle which can exceed 16 km/hour. By motor vehicle 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 of awareness than had they not taken the substance. |
| Nationale Nederlanden | Is NN Group N.V. of which we are part. |
| 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:  
  ▶ overflows because something inside the home 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. |
<p>| Owner’s interest      | Is the interest that you as the owner of an apartment have in a thing within your apartment. And which has been added to this apartment as an improvement or facility. |
| Partner               | Is your husband, wife, registered partner or the partner with whom you cohabits. |</p>
<table>
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<tr>
<th><strong>Policyholder</strong></th>
<th>is the person who took out the insurance and who must ensure that the premium is paid.</th>
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| **Precipitation** | is:  
  - rain or melt water that leaks into a **building**, hail or snow;  
  - rainwater that *flows into a building* 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 **home**. |
| **Repair costs** | are the costs of a repair required to return a **thing** to its original condition. |
| **Stichting Salvage** | is an independent foundation which was founded in 1986 by the **Verbond van Verzekeraars**, in cooperation with loss adjustment agencies and cleaning companies. Salvage offers first support in the event of damage. See also stichtingsalvage.nl. |
| **Tenant’s interest** | is the interest that you as tenant of a **home** have in a **thing** you have paid for yourself and which has been added to the inside of the **home**. |
| **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 **terrorism**. Said document sets out what is insured. The document is called 'protocol afwikkeling claims' ['Claims Handling Protocol']. The document can be found on rht.vereende.nl/downloads. |
| **The Netherlands** | is a country in Europe and part of the Kingdom of the Netherlands. By **the Netherlands** we also mean the border areas up to 30 km outside **the Netherlands**. |
| **Thing** | is a tangible object as described in the Dutch Civil Code. |
| **Usual call charges** | are your **usual call charges** without surcharge. These charges are determined by your telephone provider. |
| **Vandalism** | is wilful damage of your **household contents** due to the destructiveness of a person present in the **home** 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 **vessel** with a power exceeding 3kW or a sail larger than 20 m². |
| **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 ‘**you**’ also includes your **partner**. |