

Conditions household contents insurance

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 your insurance. This insurance covers financial setbacks in the event of *damage* to your *household contents*. You can have different levels of cover: “extra uitgebreid” or “all risk”. In addition, you can take out supplementary insurance for *damage to valuable household contents outdoors* and *glass damage*.

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

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*?

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

- ▶ you can call telephone number +31 (0)38 496 7123;
- ▶ you can report the damage by means of a claim form. You can find the claim 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:

- ▶ If your family situation as stated on the policy changes or the roofing material changes. We will then adjust your premium accordingly;
- ▶ if you no longer live permanently in the *home* for longer than two months. Then this insurance does not cover *damage* caused by: theft or attempted theft, *vandalism*, *terrorism*, *precipitation*, *overflowing water* or *glass damage*. We may then also terminate your insurance;
- ▶ if the *home* is being renovated or expanded. Then you have an extra extensive cover.
- ▶ if you rent out all or part of the *home*, use it for business purposes, or if the government declares the *home* uninhabitable, unusable or expropriates it. Then your insurance ends.

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. The cover is dependent on the choice which *you* have made. Maximum insured sums apply to your *valuable household contents*. These amounts are stated 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 your insurance covers, but also read what your insurance never covers.



What does your insurance cover IN the home?

Does the policy say that *you* have “extra uitgebreid” cover? Then *damage* in the *home* due to the following events is covered:

- ▶ *fire*, smoke, soot, lightning or *explosion*;
- ▶ storm;
- ▶ a falling aircraft or spacecraft or an object from outer space;
- ▶ theft;
- ▶ *vandalism* or *terrorism*;
- ▶ disturbance or disorder;
- ▶ armed robbery;
- ▶ being hit by a *motor vehicle*, being hit by a *vessel* or *falling load*;
- ▶ a falling tree, antenna, crane or parts thereof. Please note: Is this caused by a storm? Then this *damage* falls under a storm;
- ▶ *glass* shards of a window, mirror, aquarium or *glass* plate;
- ▶ *precipitation* or *overflowing water*. Please note: *Damage* due to *precipitation* through open doors or windows is not covered.

Does the policy say that *you* have all risk cover? Then *we* also cover *damage* caused by all other events, unless there is a situation that your insurance never covers.



What does your insurance cover OUTSIDE the home?

In a number of situations, your insurance 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 outside the *home* in another *building* in the *Netherlands*? Then *you* have extra uitgebreide cover up to a maximum of € 5,000 per *event*;
- ▶ Are your *household contents* located out of sight, in a locked *motor vehicle* or *vessel* in the *Netherlands*? Then *you* have extra uitgebreide cover up to a maximum of € 500 per *event*;
- ▶ Are your *outdoor household contents* located in your *garden*? Then the *outdoor household contents* are insured against *fire*, lightning, *explosion*, theft, being hit by a *motor vehicle* or or a *vessel*, a falling aircraft or spacecraft, or an object from outer space.

Does your policy state that specific *valuable household contents* are also covered outside the *home*? Then these *valuable household contents* are insured outside the *home* worldwide under the all risk cover. In that case, *we* also cover *damage* caused by all other *events*, unless there is a situation that your insurance never covers.



What does your household contents insurance never cover?

Your insurance NEVER covers:

- ▶ a *motor vehicle*, caravan, trailer, *vessel*, aircraft or any components belonging thereto;
- ▶ loose gems, loose stamps, loose coins and unprocessed precious metals;
- ▶ *household contents* in a beach hut;
- ▶ *household contents* not belonging to *you*;
- ▶ *household contents* belonging to another person or medical equipment that *you* have *in your possession*. Please note: This does not apply inside the *home*. In that case, *you* have extra uitgebreide cover for these *household contents* up to a maximum of € 7,500 per *event*;
- ▶ *household contents* that you use for business purposes;
- ▶ goods intended for commercial purposes;
- ▶ digital data or software;
- ▶ money or valuable papers. Please note: This is insured in the *home* up to a maximum of € 1,250;
- ▶ glasses, sunglasses, contact lenses or hearing aids. Please note: *Damage* due to *fire* or *explosion* is covered.

Your insurance NEVER covers *damage* arising:

- ▶ due to *intent*, serious negligence or an illegal activity on your part;
- ▶ due to poor or overdue maintenance, wear and tear, rotting or rust;
- ▶ from failure to comply with a *security agreement*;
- ▶ because *you* are under the influence of a *narcotic substance*;
- ▶ due to the processing, repairing or cleaning of *household contents*;
- ▶ due to normal use, even if that leads to *disfigurement*;
- ▶ due to an earthquake, *flooding*, *acts of war* or *nuclear reaction*;
- ▶ due to *terrorism* that is not compensated by the Nederlandse Herverzekeringsmaatschappij voor Terrorismeschade (NHT) [Dutch Terrorism Risk Reinsurance Company]. See also nht.vereende.nl/downloads;
- ▶ due to ground water, water from your (*garden*) hoses or *damp penetration*;
- ▶ due to wind weaker than wind force 7 according to the KNMI [Royal Dutch Meteorological Institute];
- ▶ due to theft by a person authorised to enter the *home*;
- ▶ due to theft without *burglary* of *household contents* from a *motor vehicle*, *vessel* or a *building* other than the *home*. Please note: Does your policy say that *you* have personal possessions outside the *home* for specific *valuable household contents*? Then this does not apply for *damage* to these *valuable household contents*;
- ▶ due to actions of the government;
- ▶ due to your pet/animal or an animal that you allow to enter your *home*;
- ▶ due to a plant, mould, virus, bacteria or vermin;
- ▶ before the beginning or after termination of your insurance;
- ▶ due to a corrosive, contagious or contaminating substance. Please note: *Damage* due to smoke or soot is covered;
- ▶ due to an *inherent defect* of a thing. Please note: *Damage* due to *fire*, lightning, *explosion* or *overflowing water* is covered;
- ▶ if national or international laws or rules prohibit this;
- ▶ due to remodelling work. Unless *you* demonstrate that the risk of *damage* has not increased due to this;
- ▶ by renting out all or part of your *home*;
- ▶ while the *home* is being used for business purposes;
- ▶ while hemp is grown in the *home* or in any other illegal activity.

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

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 whether the *damage* is covered. And the scope of your *damage*. You give us the information we need. We may also request the damaged *thing*, or have it repaired or replaced by a similar *thing*. If we request the damaged *thing*, we will become the owner of this *thing* after a compensation of *damage*. Does your policy state that you are insured based on *assessed value* or purchase value? Then in case of *damage* to *valuable household contents*, you must provide an original *valuation report* or an original *purchase invoice*. 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. If you want to know what costs we consider reasonable and will reimburse, please contact us in advance. 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 cannot agree? Then the independent *expert* will decide on the matter.

2

How do we determine whether *damage* is covered?

In order to determine whether *damage* is covered we use these conditions, your 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*. Please note: In the situations below, we use a different value to determine the scope of the *damage*:

- ▶ is the *current value* less than 40% of the new value? Or do you have *damage* to rented or borrowed *household contents*? Then we assume also the *current value* as point of departure;
- ▶ has *damage* been caused to *valuable household contents*? Then we assume the *current value* as point of departure. Please note: Does your policy provide for insurance of specific *valuable household contents* on the basis of purchase value or *assessed value*? Then we assume the purchase value or *assessed value* as point of departure.

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 excess? Then we deduct that from the payout. We pay out the remaining amount. We may also pay out the *damage* in kind.

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

5

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

The following costs are reimbursed without a need to consult us in advance:

- ▶ costs charged by *Stichting Salvage*;
- ▶ reasonable costs of experts;
- ▶ costs that you incur to reduce or prevent immediate or immediately imminent *damage*.

We also reimburse other costs. But only if you consult with us before you incur these costs. And if we agree. These other costs are:

- ▶ cost of repair of your *garden*, if these costs result from *damage* to your *household contents* due to *fire*, lightning, *explosion*, being hit by a *motor vehicle*, being hit by a *motor vehicle* or a *vessel*;
- ▶ 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;
- ▶ costs of replacing your locks if your house key has been stolen from your *home*. Please note: We reimburse this up to a maximum of € 500 per *event*.

What costs do we reimburse in case of *glass cover*?

Does your policy say that you have *glass cover*? Then we will reimburse the replacement costs of *glass* due to sudden and unforeseen breakage with normal use. We will reimburse *special glass* up to a maximum of € 1,000.



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 stated in the changed policy. The policy that *we* have issued previously expires as of the change date.

In which 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:

- ▶ Has the *policyholder* reported a change in the risk? Or the details on your policy are not correct? Then *we* may change the premium or the conditions.
- ▶ Do *we* wish 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 to a change? Then *you* may terminate the insurance. The insurance will then end on the date of change. What if *you* do not terminate the insurance? 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 *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 which *you* must report;
- ▶ if the ABN AMRO bank account, linked to this insurance, is closed;
- ▶ if *you* have not paid the premium despite a warning.

When and how does the *policyholder* 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 will be automatically deducted from your account. If this fails or *we* do not receive any premium? Then *we* will send *you* a warning. And if *you* still do not pay? Then cover automatically lapses 15 days after *we* have sent *you* a warning 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 how your complaint was resolved, *you* can present your complaint to the independent Klachteninstituut Financiële Dienstverlening (KiFid) [Financial Services Complaints Institution], P.O. Box 93257, 2509 AG The Hague or via kifid.nl. *You* may also present the 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’.

Do we communicate with each other electronically? For example, via internet, email 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.

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.
Assessed value	is the value of a <i>thing</i> as stated in a <i>valuation report</i> drawn up before the <i>damage</i> .
Building	is a structure that is built and is not movable, like a house, basement (storeroom), shed or garage. Please note: A greenhouse or hothouse is not a <i>building</i> .
Burglary	is the gaining of illegal entry with visible <i>damage</i> to a <i>building</i> , residential area, <i>vessel</i> or <i>motor vehicle</i> .
Current value	is the new value of a thing less depreciation. Depreciation is based on age. <i>You</i> can find the depreciation list at abnamro.nl/afschrijvingslijst
Damage	is material <i>damage</i> 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 <i>damage</i> which do not affect the normal use of a <i>thing</i> .
Event	is an incident. <i>We</i> deem several incidents which have the same cause as 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 <i>motor vehicle</i> or <i>vessel</i> .
Fire	is <i>fire</i> that can spread to a place where it does not belong. By <i>fire</i> <i>we</i> also mean scorching, melting, singeing, carbonisation and smouldering.
Flooding	is the giving way, breaking through or <i>flooding</i> of a dike, quay, sluice or other water defence. <i>Flooding</i> also includes water bursting of the banks.
Garden	<i>Garden</i> is the <i>garden</i> around the <i>home</i> or the balcony belonging to the <i>home</i> .
Glass	is <i>glass</i> or plastic that lets light through and is fitted in doors or windows of the <i>home</i> or <i>buildings</i> belonging to the <i>home</i> . By <i>glass</i> <i>we</i> also mean dome lights of the <i>home</i> and <i>glass</i> in site or balcony fencing.
Home	is the residential section of the <i>building</i> at the address set out on your policy. And in which <i>you</i> live. Please note: 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	are all movable things owned by <i>you</i> and used by <i>you</i> in a private capacity. By <i>household contents</i> <i>we</i> also mean sun blinds which have been added to the <i>home</i> at your expense and things that <i>you</i> have <i>in your possession</i> .
In possession	is using, borrowing, keeping or processing.
Inherent defect	is <i>damage</i> which does not arise due to an external <i>event</i> , but due to a feature or defect of the <i>thing</i> itself. <i>We</i> also understand <i>inherent defect</i> to mean short-circuiting or overheating.
Intent	is negligence that can be attributed to someone.
Motor vehicle	is a <i>motor vehicle</i> which can exceed 16 km/hour. By <i>motor vehicle</i> <i>we</i> 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 they would have done had they not taken the substance.
Nationale Nederlanden	is NN Group N.V. of which <i>we</i> 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 <i>garden</i> furniture, loose (dish) antenna, flag (pole), drying frames or washing.
Overflowing water	is water that due to a sudden defect, freezing or blockage inside the <i>home</i> : <ul style="list-style-type: none"> ▶ overflows from a <i>water pipe</i> or devices or installations connected to the water pipes; ▶ overflows from the sewer, aquarium or waterbed.

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 your apartment as an improvement or facility.
Policyholder	is the person who took out the insurance and who must ensure that the premium is paid. Have several persons taken out the insurance? The first person mentioned on your policy is the <i>policyholder</i> .
Precipitation	is: <ul style="list-style-type: none"> ▶ rain or melt water that leaks into a <i>building</i>, or 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>.
Purchase value	is the value of a <i>thing</i> that appears on a <i>purchase invoice</i> .
Purchase invoice	is an itemised account of a purchased <i>thing</i> . This account is not older than 1 year at the start of the insurance.
Repair costs	are the costs of a repair which is necessary to return a <i>thing</i> to its original condition.
Security agreement	is an agreement in your policy on the manner in which the <i>home</i> is secured.
Special glass	is specially processed <i>glass</i> or curved <i>glass</i> or <i>glass</i> in doors. By <i>special glass</i> we also mean stained <i>glass</i> , etching and sandblasting of <i>glass</i> and leaded <i>glass</i> .
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> within the <i>home</i> and which has been added to the <i>home</i> at your expense. By <i>tenant's interest</i> we also mean an outbuilding or fence.
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 nht.vereende.nl/downloads .
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 set by your telephone provider.
Valuable household contents	relates to the following <i>household contents</i> divided into five groups: <ul style="list-style-type: none"> ▶ group 1: personal jewellery; ▶ group 2: video, audio, transmitting or receiving equipment; ▶ group 3: art collections with a rarity value or antique (with the exception of antique furniture); ▶ group 4: music instruments, sports equipment or fur; ▶ group 5: computer equipment, peripheral equipment, laptop, photo, film, video equipment, smartphones, smartwatch, e-reader, tablets or mobile phones.
Valuation report	is a report drawn up by a valuer affiliated to the TMV Federation of valuers, brokers and auctioneers. This report may not be older than 3 years at the starting date of the insurance.
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 .
Water pipe	is a water supply or drain pipe inside the <i>home</i> , with proper connections.
We	is ABN AMRO Schadeverzekering N.V.
You	is the <i>policyholder</i> or a <i>member of the household</i> of the <i>policyholder</i> .