

## Insurance Product Information Document (IPID)

# Householder's Insurance Policy

To view the full policy document, please click [here](#) or visit [www.allianz.lk](http://www.allianz.lk)

### 1. Type of Insurance Cover

Householder's Insurance is a comprehensive insurance policy designed to protect both the structure of a home and its contents against a wide range of risks. It offers financial coverage for damages caused by unforeseen events such as fire, theft, natural disasters, accidents, or liabilities.

*Please refer to the policy document pg. no: 01 for further information.*

### 2. Summary of Insurance Cover

Cover Type	What is covered?	Reference
Material Damage (Fire & Lightning)	This cover provides wide-ranging protection against events including Fire or Lightning, Explosion, Aircraft Damage, Malicious Damage, Cyclone, Storm and Tempest, Flood, Impact Damage, Bursting and/or overflowing of Water Tanks, Apparatus and Pipes, Natural Disaster Cover, Earthquake, Electrical Damage, Strike, Riot and Civil Commotion, Terrorism. It also includes benefits such as Removal of Debris, Architect's Surveyor's Consultants Engineer's Fees and Loss of Rent cover.	Refer page no 07 – 10
	Clauses included in this cover ensure additional support such as Information Technology Clarification Clause, Marine Clause, Bank Clause, and Mortgage Clause.	Refer page no 10 – 12

### 3. Key Features, Exclusions and Terms & conditions

Key Features are as follows,

Cover Type	Key Features	Reference
Material Damage (Fire & Lightning)	This cover provides wide-ranging protection against events including Fire or Lightning, Explosion, Aircraft Damage, Malicious Damage, Cyclone, Storm and Tempest, Flood, Impact Damage, Bursting and/or overflowing of Water Tanks, Apparatus and Pipes, Natural Disaster Cover, Earthquake, Electrical Damage, Strike, Riot and Civil Commotion, Terrorism. It also includes benefits such as Removal of Debris, Architect's Surveyor's Consultants Engineer's Fees and Loss of Rent cover.	Refer page no 03 – 09

#### Exclusions,

The following exclusions apply specifically to the covers listed below,

Cover Type	What is not covered?	Reference
Material Damage (Fire & Lightning)	<ul style="list-style-type: none"> <li>Loss by theft during or after the occurrence of a fire,</li> <li>Loss or damage from fermentation, natural heating, spontaneous combustion, or heating/drying processes is excluded unless covered under Condition 7(f)</li> <li>Loss or damage due to burning by order of a public authority or from subterranean fire is excluded.</li> <li>Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.</li> <li>Loss or damage from ionizing radiation,</li> </ul>	Refer page no 01 – 02

radioactive contamination, or nuclear fission is excluded.

- Loss or damage from natural disasters, war, civil unrest, terrorism, or attempts to overthrow the government are excluded.

**Risks not covered unless expressly included,**

- Goods held in trust or on commission,
- Bullion or unset precious stones,
- Any curio or work of art for an amount exceeding LKR 5,000,
- Manuscripts, plans, drawings or designs, patterns, models or molds,
- Securities, obligations or documents of any kind, stamps, coins or paper money, cheques, books of account or other business books, computer systems records,
- Coal against loss or damage occasioned by its own spontaneous combustion,
- Explosives,
- Any loss or damage occasioned by or through or in consequence of explosion, except explosion of gas used for illuminating or domestic purposes in a building where gas is not generated and which does not form part of any gas works, which shall be deemed loss by fire,
- Any loss or damage occasioned by or through or in consequence of the burning, whether accidental or otherwise, of forests, bush, prairie, pampas, patnas, jungle, or the clearing of land by fire.

*The following exclusions apply generally to the policy.*

- Loss or damage from war, civil unrest, rebellion, terrorism, or acts against the government.
- Consequential or indirect losses, such as profit loss, business interruption, market loss, delay, or goodwill.
- Loss or damage caused by pressure waves from aircraft or aerial devices at sonic or supersonic speeds.
- Loss or damage caused by radiation, radioactive contamination, or nuclear fuel/waste (including nuclear fission).
- Any loss or damage caused by depreciation or wear and tear.
- Loss by theft during or after the occurrence of fire.
- Loss or damage from a property's own fermentation, natural heating, spontaneous combustion (unless specified), or heating/drying processes.
- Loss or damage caused by or resulting from the burning of property by any public authority or from subterranean fire.
- Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.
- Loss or damage resulting from total or partial cessation of work or the retarding or interruption or cessation of any process or operation.
- Loss or damage directly or indirectly caused by or arising from or in consequence of or contributed to by nuclear weapons material.
- Loss or damage due to confiscation, commandeering, or requisition by any lawful authority.
- Loss or damage from unlawful occupation or dispossession of a building.
- Electronic Data Endorsement.
- Radioactivity Exclusion Clause
- Pollution and Contamination Exclusion Clause
- Cyber And Electronic & Digital Data Exclusion
- Communicable Disease Exclusion
- Sanction Clause

Refer page no 05 – 06

## Terms and Conditions,

Mis-Description	The Company isn't liable if there's any material misdescription, misrepresentation, or omission affecting risk assessment.
Receipts	Premium payment is only valid when the Insured receives a signed printed receipt from the Company.
Other Insurances	The Insured must notify the Company of any other insurance on the property/liability, or benefits under this Policy will be forfeited.
Fallen Buildings	Insurance ends immediately if the insured building or structure falls or shifts significantly, unless caused by a covered peril, which the Insured must prove.
Risks not covered unless expressly included	Risks are excluded unless specifically stated or otherwise mentioned under exclusions.
Alterations and removals	Coverage ends unless the Company approves if: <ul style="list-style-type: none"> <li>(a) the building's use or conditions increase risk,</li> <li>(b) the insured interest is transferred (except by will or law),</li> <li>(c) the property is moved, or</li> <li>(d) the building is unoccupied over 30 days</li> </ul>
Marine Clause	This insurance excludes loss covered by any Marine Policy, except for amounts exceeding what the Marine Policy would pay.
Cancellation	The Insured can end the policy anytime, paying a short-period rate. The Insurers can terminate with 7 days' notice and refund the unused premium minus inspection fees.
Rights of the company regarding salvage	After a loss, the Company may control the property; non-compliance voids benefits.
Forfeiture	Any fraud, false declaration, willful damage, or failure to act within three months after claim rejection or arbitration will result in forfeiture of all policy benefits.
Reinstatement	The Company may repair, replace, or reinstate damaged property instead of paying cash, with liability subject to policy limits and legal restrictions.

Subrogation	The Insured and claimants must, at the Company's expense, assist in all actions needed to enforce rights or recover losses from others, before or after indemnification.
Contribution	If other insurance covers the same property, the Company will only pay its fair share of the loss.
Average	If the property's value exceeds the sum insured, the Insured bears the difference and a proportional share of the loss. This applies to each policy item separately.
Warranties	All warranties apply throughout the policy term. Non-compliance, even if risk isn't increased, bars claim except for damage during renewal if the warranty wasn't met before the renewal started.
Arbitration	Any dispute over loss or damage must be resolved through arbitration under Sri Lankan law before any legal action, except for matters under Sections 4 and 5, which follow different procedures.
Time limit for company's liability	The Company is not liable for any loss or damage if a claim is made more than twelve months after the event, unless it is under ongoing action or arbitration.
Notice	Every notice and other communication to the Company required by this Policy shall be in writing or printed.
Local Jurisdiction	Any claim resulting from a suit, action, or judgment outside Sri Lanka's jurisdiction is not covered by this policy.
Observance of terms and conditions	The insured's compliance with all policy terms and the truth of their statements are conditions precedent to the Company's liability to make any payment.
Reinstatement of sum insured	Unless reinstated by the insured with an additional premium, the sum insured is reduced by the amount of each claim paid during the policy period.
Maximum amount payable	The maximum amount payable under each item or section of this Policy shall not exceed the sum insured stated under the item or section.
Reasonable Precautions	The Insured must take precautions to protect and maintain the property, supervise employees, secure access, prevent accidents, and follow laws.
Articles In Paris or Sets	For items insured as pairs or sets, the company's liability is limited to the value of the lost or damaged part(s) only, not the full value of the entire pair or set.

## Premium Payment Warranty

The full premium must be paid within 60 days of the policy start date, or coverage will be immediately cancelled.

*Please refer to page no.01-06 of the policy document for more details about terms.*

#### 4. Mode of Payment of Premium.

The full premium due under this insurance must be paid to the Insurer (the Company) on or before the premium due date specified in the Policy Schedule.

#### 5. Obligation to Disclose Material Facts.

Policyholders must disclose all material facts truthfully and completely in the proposal form (medical conditions /pre-existing conditions, claims history etc.) at the time of purchasing the policy and during the term of the insurance. A material fact refers to any information that could influence Allianz's decision to accept the risk and determine the terms of coverage.

##### Importance of disclosure:

- Ensures accurate underwriting and appropriate coverage
- Helps avoid disputes or complications during claims

##### Failure to disclose material facts may result in:

- **Cancellation** of the policy from inception
- **Denial of claims**, even if unrelated to the undisclosed information
- **Legal action** for false declaration under applicable insurance regulations

#### 6. Obligation of the Policyholder When Making a Claim.

Policyholders must inform Allianz immediately in case of any claim intimation. To process a claim, all required supporting documents, such as completed claim forms, Estimate/Quotation for the repair and copy of the first statement made to the police (if applicable) must be submitted.

Failure to notify Allianz in a timely manner may result in delays in claims processing or potential denial of the claim, especially if timely assessment or verification of medical treatment is compromised due to late notification.

#### 7. Steps to follow in the event of a claim.

Immediately notify Allianz through their hotline or email as well as in writing, giving an indication of the nature and extent of loss or damage.

Hotline No 0112 303 300 and Email [ccnmclaims@allianz.lk](mailto:ccnmclaims@allianz.lk)

## 8. Complaint & Grievance Handling Procedure.

- **Dispute resolution method at company level (internal process).**

If a customer is dissatisfied with the service received at any customer touchpoint or if a product does not meet expectations, there are several ways to file a complaint. Complaints can be submitted by visiting or writing to the Customer Experience Management Unit at Allianz Insurance Corporate Office, any branch office, or the Customer Care Centre at No 323, Union Place, Colombo 2.

Complaints can also be made by calling the Customer Experience/Complaints Management Unit at 0114 788 796 or 0114 788 814, or through the 24-hour hotline for General Insurance at 0112 303 300. Customers can send an email to [info@allianz.lk](mailto:info@allianz.lk) or complete the feedback form on the website at [www.allianz.lk](http://www.allianz.lk).

- **Dispute resolution by the Insurance Ombudsman.**

If the customer is not satisfied with the resolution, the complaint can be referred to the Insurance Ombudsman.

Office of Insurance Ombudsman.

No 143A, Vajira Road, Colombo 5.

Telephone – +94 11 250 5542 / +94 11 250 5041

Email – [info@insuranceombudsman.lk](mailto:info@insuranceombudsman.lk)

Website – <https://insuranceombudsman.lk>

- **Dispute resolution by the IRCSL.**

Insurance Regulatory Commission of Sri Lanka (IRCSL).

Director Investigations.

Insurance Regulatory Commission of Sri Lanka.

Level 11 East Tower, World Trade Center, Colombo 01.

Telephone – 0112396184-9 / 0112335167

Email – [investigation@irsl.gov.lk](mailto:investigation@irsl.gov.lk) / [info@irsl.gov.lk](mailto:info@irsl.gov.lk)

## 9. Contact Information.

For assistance, the following contact options are available:

24/7 Customer Care (Sri Lanka): +94 11 2303300

Email: [info@allianz.lk](mailto:info@allianz.lk) · Website: [www.allianz.lk](http://www.allianz.lk)

Head Office: Levels 26-27, One Galle Face Tower, No. 1A,  
Centre Road, Galle Face, Colombo 02.

## **Data Privacy & Protection.**

The Insurer is strongly committed to conducting its business in full compliance, and in accordance with applicable Data Privacy protection laws and regulations. All privacy related matters are governed by Allianz Privacy Notice which is available on the Insurer's official website <https://www.allianz.lk/dataprivacy-notice.html>. The said privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Further, the Insurer is committed to keeping your Personal Data only so long as necessary to fulfill the purposes for which the data was collected for or to fulfill legal obligations.

Definition:

Personal Data - means any information relating to an individual pre-approved by the Claims Administrator of the Insurance Company.

## **10. Importance notice.**

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.