

Family Protection 3

Insurance Product Information Document

Sjóvá-Almennar tryggingar hf.

SJÓVÁ

Policy Terms nr. 204 and General Terms nr. 001

This document summarises what is covered by the insurance policy and what is not. This is not an exhaustive list. Additional information about the insurance, including insurance amounts and deductibles, can be found under its [Insurance Policy Terms](#), Sjóvá's [General Terms](#), and in the insurance policy. You can log on to [My Sjóvá](#) to access this information.

What is this type of insurance?

Family Protection 3 is a combined insurance plan for your family and the contents of your home. It includes home contents insurance, liability insurance, comprehensive contents insurance, leisure equipment insurance, leisure time accident insurance, hospitalization insurance, credit card insurance and legal assistance insurance. Travel insurance is an optional insurance in Family Protection 3.



What is insured?

Home contents insurance covers damage:

- ✓ Caused by fire.
- ✓ Caused by water leaking from pipes in the building.
- ✓ Caused by burglary, robbery or theft.
- ✓ If food in refrigerators or freezers is damaged due to malfunction or power failure.

Liability insurance covers:

- ✓ Damage you may be legally required to pay.
- ✓ Costs you have to pay for damage caused by your children younger than 10, even though they are not legally liable due to their age.

Comprehensive contents insurance covers:

- ✓ Damage caused by sudden, external events.

Leisure equipment insurance covers damage:

- ✓ Caused by burglary and vandalism.
- ✓ Caused by sudden, external events.



What is not insured?

Home contents insurance does not cover damage:

- × Caused by fire, if what is damaged is part of the property itself, for example, doors, fixtures and floors.
- × Caused by theft from an apartment left unlocked and empty.
- × Caused by water being pushed out of sewer pipes, unless it is caused by broken or clogged pipes inside the building.

Liability insurance does not cover:

- × Liability arising from your work.
- × Damages to items you have rented or borrowed.

Comprehensive contents insurance does not cover:

- × Production and appearance defects.

Leisure equipment insurance does not cover:

- × Theft from unlocked storage.
- × Production or appearance failures.

Leisure time accident insurance covers costs of:

- ✓ Accidents in your leisure time.
- ✓ Accidents that happen while competing in a sport where the public can participate without any requirement of competence or skill.

Hospitalisation insurance covers:

- ✓ Hospitalisation costs for anyone covered by the insurance if they are hospitalised for more than five consecutive days due to an illness or accident.

Credit card insurances covers damages:

- ✓ If a credit card is lost and fraudulently used by an unauthorised party.

Legal expenses insurance covers legal expenses:

- ✓ For civil cases being litigated in Icelandic courts.

Pet death benefits are paid if:

- ✓ A pet dies from a disease or injuries.

Crisis counseling insurance covers cost of:

- ✓ Professional help sought by any of the insured for psychological trauma resulting from an event insured in Family Protection 3.

Travel insurance (optional insurance) covers:

- ✓ Medical expenses incurred abroad due to illness or accident, such as for medical care and hospitalisation.
- ✓ Damage to luggage.
- ✓ Costs incurred if the insured can not take a planned trip due to an illness or accident.

Leisure time accident insurance does not cover:

- × Accidents that happen while mountain climbing or diving.
- × Accidents that happen at work or while travelling directly between the workplace and home.

Hospitalisation insurance does not cover:

- × Hospitalisation due to congenital disease or mental illness.

Credit card insurance does not cover damages:

- × Caused by not following the credit card company's rules, such as storing the PIN number with the credit card.

Legal expenses insurance does not cover expenses:

- × For criminal cases.
- × For divorce, separation, and disputes over custody of children and/or rights of access.
- × For matters involving the insured as the owner and operator of a motor vehicle.

Pet death benefits are not paid for:

- × Deaths of animals that can not be legally kept in Iceland, such as lizards or snakes.
- × Animals that have reached 8 years of age.

Crisis counseling insurance does not cover cost of:

- × Professional help if the traumatic event is caused by anyone covered by the insurance.

Travel insurance does not cover:

- × Medical expenses due to an illness or, accident the insured has been treated for before traveling abroad.
- × Damage to luggage due to insufficient or poor packaging.
- × Absences due to an illness the insured was being treated for when the confirmation fee was paid.



Are there any restrictions on cover?



The insurance policy does not cover damages caused by natural disasters or damages caused by war, terrorism, pollution, or other similar events.



Where am I covered?

- Home contents insurance is valid in your home, which is listed on the insurance policy.
- Liability insurance is valid in Iceland and while travelling abroad for up to three months.
- Leisure accident insurance and hospitalisation insurance are valid anywhere in the world.
- Credit card insurance is valid in Iceland and while travelling abroad.
- Legal expenses insurance is valid in the Nordic countries and while travelling outside the Nordics when the dispute concerns the insured party as a tourist.
- Leisure equipment insurance and pet death benefits are valid in Iceland.
- Travel insurance is valid while travelling abroad for up to 92 days from the start of the trip until you return to Iceland.



What are my obligations?

- You must report any damage as soon as possible and no later than one year from the date of the damage.
- You must ensure that all the information in the insurance policy is accurate.
- You must inform us of any changes in your address, telephone number, and email address.
- You must follow all the precautions in the terms of the insurance policy.



When and how do I pay?

The premium must be paid on the due date. When the insurance policy is issued or renewed an electronic claim is created in your online bank. You have the option to distribute the premium payments by:

- Credit card payment, where the premium is charged monthly to a credit or debit card.
- Direct payment, where your bank account is debited monthly.



When does the cover start and end?

The insurance policy takes effect when an offer is accepted and is renewed annually until it is canceled.



How do I cancel the contract?

- Individuals and companies with fewer than five full-time positions can cancel the insurance at any time and it will expire at the end of the following month after the cancellation is received. Other companies can cancel their insurance one month in advance before the end of the insurance period.
- The cancellation must be in writing, for example with an electronic signature.