



GREAT Home 360



Member of PIDM

The benefit(s) payable under eligible policy is(are) protected by PIDM up to limits.
Please refer to PIDM's TIPS Brochure or contact Great Eastern General Insurance (Malaysia) Berhad or PIDM (visit www.pidm.gov.my).

Comprehensive Home Protection - Ensuring Protection Against Underinsurance and Depreciation Worries!

Enter the realm of secure living with GREAT Home 360, prioritizing the safety of your home. This insurance plan is not just a shield, it is a commitment to safeguard every aspect of your home without the burden of concerns about underinsurance and depreciation. Your sanctuary deserves nothing less than comprehensive protection, precisely what GREAT Home 360 provides. Leave behind uncertainties about the unexpected, resting assured that your home is fortified against risks and uncertainties.



Key Highlights of GREAT Home 360

Complete Home & Contents Protection

Preserve the value of what you have built and curated with comprehensive coverage for your home, renovations, and household contents, with thoughtfully designed plans of up to RM200,000.

Worldwide Protection for life on the go

Whether at home or abroad, enjoy worldwide all-risk coverage for your gadgets and personal belongings, no matter where life takes you.

Real Support When You Need It

When emergencies arise, help is just a call away with 24/7 Emergency Home Assistance, including two complimentary emergency visits annually.

Smarter Protection with ESG Benefits

Receive an electricity allowance if your solar panels are damaged due to insured events, and enjoy a 2.50% discount on your total gross premium.

Optional Worldwide Cover for Valuables

Own something precious? Add extra protection by declaring high-value items such as jewellery or collectibles, and enjoy worldwide all-risk coverage with this optional add-on.

Note:
Terms & Conditions apply.

Schedule of benefits

Main Coverage	Benefits	Sum Insured (RM)			
		Plan 1	Plan 2	Plan 3	Plan 4
Total Sum Insured for (A) to (C)		50,000	100,000	150,000	200,000
Basic Cover (First Loss)	Section A1 Household Contents up to	25,000	50,000	75,000	100,000
	Section A2 Building(s) Including Renovations up to				
Worldwide All Risk Component (Market Value)	Section B Home Gadget up to (Excess of 10% per gadget)	Up to 1,250 per gadget (up to 2,500)	Up to 2,500 per gadget (up to 5,000)	Up to 3,750 per gadget (up to 7,500)	Up to 5,000 per gadget (up to 10,000)
	Section C Other Unspecified Content other than Electronics and Furniture up to	625	1,250	1,875	2,500
Note: The maximum that We pay for Sections A1, B and C shall not exceed the Sum Insured of A1.					
Additional Benefits	Section D Public Liability up to	250,000			
	Section E Home Assistance Program	<u>Emergency Home Assistancess</u> Note: Indemnified basis 1. Up to 2 times per policy year free of charge up to limit of RM250.00 (Ringgit Malaysia Two Hundred Fifty Only) each visit, and 2. If the Emergency Home Assistance services exceeds the limit of RM250.00 (Ringgit Malaysia Two Hundred Fifty Only), Insured to pay the balance. a. 24/7 Dedicated Hotline Services b. Emergency Electrical Assistance c. Emergency Locksmith Service d. Emergency Vermin Removal e. Emergency Plumbing Service f. Emergency Air-Conditioner Repair <u>Home Assistance Service</u> Note: Referral basis only, the cost of the services and related expenses shall be borne by you. a. General Handyman Services b. Home Cleaning Services c. Disinfection Services d. Air-Conditioner Servicing			
	Section F ESG Benefit	Pay 1% of Section A2 sum insured as allowance for electricity usage from national grid in the event of the outage caused by damages to the solar panel due to insured Peril.			
Optional Worldwide All Risk (Market Value)	Section G Valuable Items based on Declaration	Optional Add On with worldwide All Risks Coverage separately charged with additional premium			

Perils covered under Section A:

- Fire, lightning, thunderbolt and subterranean fire
- Explosion
- Aircraft and other aerial devices and/or articles dropped therefrom
- Impact with any of the buildings by any road vehicles or animals
- Bursting or overflowing of domestic water tanks, apparatus or pipes
- Theft but only if accompanied by actual forcible and violent breaking into or out of a building or any such attempt
- Hurricane, cyclone, typhoon and windstorm subject to the Excess Clause
- Earthquake and volcanic eruption subject to the Excess Clause
- Flood but excluding loss or damage caused by subsidence or landslip; subject to the Excess Clause
- Robbery and hold up in the premises

You may extend coverage for Section A to the following risks by paying additional premium:

- Riot, strike and malicious damage
- Subsidence and landslip cover
- Plate glass

Note:

- Duration of cover is for one (1) year. You need to renew your insurance policy annually.
- “Excess” means the amount you must pay towards a claim before we pay.
- Terms and conditions apply. Please refer to the policy contract for full terms and conditions.

Premium

The total premium that you have to pay may vary depending on your choice of optional covers, installation of solar panel at your property and our underwriting requirements. If your home is installed with solar panel, you will be entitled to an ESG discount of 2.50% of your total gross premium as our token of appreciation for supporting the green initiatives.

Gross Premium before Government Tax and Stamp Duty		Plan 1 (RM)	Plan 2 (RM)	Plan 3 (RM)	Plan 4 (RM)
Basic Cover	Section A to Section F	314.82	430.55	592.59	685.19
Extension(s) Applicable to Section A (Optional)	Riot, Strike and Malicious Damage	5.00	10.00	15.00	20.00
	Subsidence and Landslip Cover	40.50	81.00	121.50	162.00
	Plate Glass	12.50	25.00	37.50	50.00
Optional Cover	Section G (Based on Aggregate Declared Sum Insured)	Sum Insured (RM)		Premium (% of Sum Insured)	
		Up to-50,000	:	1.50	
		100,000 -50,001	:	1.60	
		150,000 -100,001	:	1.70	
		200,000 -150,001	:	1.80	
		250,000 -200,001	:	1.90	
		300,000 -250,001	:	2.00	
		Above 300,000	:	2.50	

Please contact our agent/intermediary or visit our branch for more information or ask for a quotation.

Note:

- The gross premium is subject to Government Tax and stamp duty.
- Premium Warranty: Premium due must be paid and received by us within 60 days from the inception date of this Policy.
- Premium Payment: Payment can be made by cash, credit card, debit card or any payment method that is accepted by your agent/intermediary. Please keep a receipt of the premium paid as proof of payment for future reference.
- Application for change of benefits to a higher plan can only be made upon the policy renewal and is subject to our acceptance.
- We may revise the renewal premium on a portfolio basis based on our overall claims experience or other commercial decision. Any revision to the premium and/or product benefit will be notified in writing by us at least thirty (30) days before the policy renewal date.

What are some of the key terms and conditions that I should be aware of?



Importance of Disclosure

You must give all the facts during your insurance application fully and faithfully. You also have a duty to tell us immediately if at any time after your contract of insurance has been entered into, varied or renewed with us, any of the information given is inaccurate or has changed.



Sum Insured Basis

- For Section A1 and A2, the sum insured is based on First Loss Basis, based on the plan you selected in the Schedule of Benefits. The maximum amount we will pay for all losses or damages during the policy period is limited to the selected amount.
- The coverage amount for Section B, Section C, and items declared under Section G is based on their full value. The maximum amount payable for any loss or damage within the policy period is limited to the amount stated for each item, unless stated otherwise in an endorsement.



First Loss Basis

First Loss Basis means the Sum Insured is arranged according to the plan selected in the Schedule of Benefits. Where the Sum Insured is below the full value of the insured items, no under-insurance penalty will apply. Betterment and depreciation are not applicable.



Choice of Plan

You must ensure that your property is insured at the appropriate amount taking into account the renovations made to your property.

How can I make a claim?

- a. Notify and submit a duly completed and signed Fire/ Houseowner/ Householder Claim Form together with the supporting documents to GREAT EASTERN GENERAL INSURANCE (MALAYSIA) BERHAD via:

Online submission (please browse Great Eastern General Insurance (Malaysia) Berhad's website and click "Make a claim"); or

Telephone call at **1300-13-0088**; or

Email at **claimscare-my@greateasterngeneral.com**

- b. Notification should be made immediately upon the occurrence of any incident which may give rise to a claim under the Policy, within the timeframe stipulated in the terms and conditions of the Policy contract.
- c. For the full list of the required documentation, please refer to our 'Document Checklist for Fire/ Houseowner/ Householder Claim' at our corporate website or contact our Claims Hotline number at 1300-13-0088.

What are the major exclusions under this Policy?



Loss or damage occasioned by permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority



Loss or damage arising from wear and tear, depreciation, gradual deterioration, atmospheric conditions, moth vermin or from any process of cleaning, repairing or restoring any article for Sections B, C and G



Mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power



Acts of terrorism committed by a person or persons acting on behalf of or in connection with any organisation



War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war



Loss/damage due to subsidence, landslip, riot, strike and malicious damage unless with additional premium



Consequential loss or damage of any kind whatsoever

Note:

This list is non-exhaustive. Please refer to the Policy contract for the full list of exclusions.



Changes to your contact details

It is important that you inform us, in writing or by visiting any of our branches, of any change in your contact details to ensure that all correspondence reaches you in a timely manner.

GREAT Home 360 – Frequently Asked Questions

1. What is GREAT Home 360?

GREAT Home 360 is a fire insurance that provides you with first loss coverage for loss or damage to your home contents as well as building and renovation solely used for residential purposes against various perils mentioned in Question 4 below.

2. Who is eligible to purchase GREAT Home 360?

GREAT Home 360 is open to all residential home owners, including both landed properties and high-rise properties.

3. What is First Loss coverage?

First Loss coverage means the sum insured of your home contents and building is arranged based on an amount below the full value of the items insured and you will not be penalized for under-insurance. For avoidance of doubt, betterment and depreciation are not applicable.

There is no need to declare the value of your house and details of your home contents during the purchase.

For better clarity, please refer to a sample scenario comparison between full value and first loss claims.



Mr A's 32 inch LCD TV Model B was struck by lightning on 13 August 2024. The TV was purchased on 11 May 2019 and it is no longer available in the market.

Market Value under conventional householder policy (subject to betterment and depreciation)	First Loss Cover (section A1) under GREAT Home 360
Home Contents with total sum insured RM30,000.00	Home Contents with First Loss Limit : RM25,000.00
The nearest model is 32 inch LED TV Model C with better features eg. energy efficiency, slimmer design and enhanced picture quality. The retail price is RM1,769.00.	
Betterment :	
10% betterment	Waived
Depreciation :	
Estimated lifespan of the TV is 20 years. Depreciation 5 years x 5% per annum = 25%	Waived
Claims assessment:	
32 inch LED TV RM1,769.00 RM1,769.00 - RM176.90 (deduction of 10% betterment) = RM1,592.10 RM1,592.10 - RM398.03 (deduction of 25% depreciation)	32 inch LED TV RM1,769.00 RM1,769.00 - nil betterment - nil depreciation
Payable amount : RM1,194.07	Payable amount : RM1,769.00

Note:

Betterment - enhancements made to a property or asset during the repair process that increase its value beyond its pre-loss condition.

Depreciation - the loss of value over time and can be impacted by age, disuse and condition.

4. What are the perils covered?

This policy covers against any loss arising from fire, lightning, explosion, aircraft damage, impact damage, bursting or overflowing of water tanks or pipes, hurricane, cyclone, typhoon, windstorm, earthquake, volcanic eruption, flood and housebreaking or theft by forcible entry, robbery and hold up. This policy also provides worldwide all risk cover to home gadgets and unspecified contents based on the limits specified.

5. Can I include other perils to my cover?

Yes, you may include riot, strike and malicious damage, subsidence and landslip and/or plate glass to cover your home contents and building by paying additional premium.

6. What is all risk cover for home gadgets and unspecified contents?

All risk cover means coverage or protection against any risks and accident that causes loss or damage to your home gadgets and unspecified contents, up to the limits below.

Benefits	Plan 1 (RM)	Plan 2 (RM)	Plan 3 (RM)	Plan 4 (RM)
Section A1 Household Contents	25,000	50,000	75,000	100,000
Section B Home Gadget	Up to 1,250 per gadget (up to 2,500)	Up to 2,500 per gadget (up to 5,000)	Up to 3,750 per gadget (up to 7,500)	Up to 5,000 per gadget (up to 10,000)
Section C Other Unspecified Content	625	1,250	1,875	2,500

Home gadgets and other unspecified contents are part of the limit of Section A1 – Household Contents. Using Plan 1 as an example, if you have claimed home gadgets and other unspecified contents in full, the balance for other household contents will be RM25,000 – RM2,500 – RM625 = RM21,875. You are encouraged to purchase the plan that will adequately cover your belongings.

Definition:

- 'Home Gadget' means portable household gadget(s) including computer, notebook, cellular phone, smartphone, smart watch, tablet and any smart devices belonging to you.
- 'Other Unspecified Content' means any item(s) that are not part of household contents such as but not limited to groceries, food items, decorative items, reading materials, musical instruments, fitness equipment, and personal effects, but excluding deeds, bonds, bills of exchange, promissory notes, cheques, securities for money, stamps, documents of any kind, cash, currency notes, banknotes, manuscripts, credit card sales vouchers, medals and coins, motor vehicles and accessories and livestock.

7. What happens if my home gadgets are no longer available in the market?

We will assess the home gadget value at the time of loss or damage and evaluate with the lowest proximate closest model to assess the claim amount as per sample scenario below.



Miss T lost her gadget Model G while she was travelling abroad on 5 December 2024. The gadget was purchased on 10 October 2020 and is obsolete now.

Market Value (Section B) under GREAT Home 360

Plan 1 with Section B All risk cover subject to RM1,250 per gadget and policy excess 10% of loss

The nearest model is Model O which carries better features eg. fast charging technology, camera innovation and light weight. The retail price is RM1,576.00.

Betterment :

15% betterment

Depreciation :

Estimated lifespan of the Model G is 20 years.

Depreciation 4 years x 10% per annum = 40%

Claims assessment:

Model O : RM1,576.00

RM1,576.00 - RM236.40 (deduction of 15% betterment) = RM1,339.60

RM1,339.60 - RM535.40 (deduction of 40% depreciation) = RM803.76

Policy excess : 10% of loss

RM803.76 - RM80.38

Payable amount : RM723.38

Note:

Betterment - enhancements made to a property or asset during the repair process that increase its value beyond its pre-loss condition.

Depreciation - the loss of value over time and can be impacted by age, disuse and condition.

8. Can I purchase any additional coverage under this policy?

You may opt to cover your valuable items such as platinum, gold, silver articles, ring(s), furs, jewellerys, watch(es) and handbag(s) by declaring the items. This will be a worldwide all risk cover and additional premium will apply based on the declared sum insured of the valuable item(s).

9. Why do I need this policy when my home is already insured under the mortgage fire insurance with my bank or other insurance company?

The mortgage fire insurance usually only covers the building structure, permanent fixtures and fittings. Improvements and additions to your home, your household contents and personal belongings may not be covered.

10. Why do I need building structure under this policy since it is already covered under my mortgage fire insurance?

On top of the household contents, having GREAT Home 360 will also protect you against potential underinsurance on your building as the market value of your building may have appreciated over the years but your sum insured on mortgage fire insurance may not have been adjusted.

In the event of a claim, we encourage you to contact us first to ensure you optimise the coverage of this policy with us before you claim from your mortgage fire insurance.

11. What are the unique features under GREAT Home 360?

GREAT Home 360 provides you comfort of first loss coverage for your home contents and building as well as worldwide all risk cover for home gadget and other unspecified contents other than electronics and furniture. You are also entitled to Home Assistance Program for example, emergency locksmith service, electrical assistance and others specified in the policy.

If your home is installed with solar panel, you will be entitled to preferential premium as our token of appreciation for supporting the green initiatives. In the event of electricity outage arising from damage to your solar panel due to covered perils, you will receive an inconvenience allowance for electricity usage from national grid as specified in the policy.

12. Which hotline should I call for the emergency home assistance services?

You may call the service provider, Europ Assistance Services (Malaysia) Sdn Bhd ("EA") for this emergency home assistance services at the 24/7 dedicated hotline mentioned in the policy schedule. We reserve the rights to revise, change and cancel any of the provisions of this home emergency services at any time by giving you thirty (30) days' written notice to your address last known to us.

Please note that the service may not be available 24/7 in all areas (i.e. rural areas), however EA will strive to provide the next best solution.

13. How do I make a claim in the event of loss?

Notify us immediately and deliver a claim in writing within thirty (30) days from the date of loss.

14. Can I cancel the policy?

You may cancel your policy by giving written notice to us. Upon cancellation, you are entitled to a refund of the premium for the unexpired period of insurance provided you have not made a claim, calculated based on our usual short-term rates, subject to retention of a minimum premium.

15. Do I have to pay any Excess for this policy/product?

Yes. Excess means the amount you are to bear for a claim before we pay. The amount is stated on the policy contract.

IMPORTANT NOTICE

All the defined terms in this brochure shall have the same meaning as the definitions in the Policy Contract. Pursuant to Paragraph 5 of Schedule 9 of the Financial Services Act 2013, you are to disclose to us fully and faithfully, all the facts which you know or ought to know, otherwise the Policy issued may be invalidated.

This brochure is for general information only. It is not a contract of insurance. You are advised to refer to the Product Disclosure Sheet for detailed important features and benefits of the plan before purchasing the plan. You should satisfy yourself that the plan(s) will best serve your needs and the premium payable under the Policy is an amount that you can afford.

For further information, reference shall be made to the terms and conditions specified in the Policy Contract.

Great Eastern General Insurance (Malaysia) Berhad (198301007025) (102249-P) is licensed under the Financial Services Act 2013 and is regulated by Bank Negara Malaysia.

In the event of any ambiguity, discrepancy or omission between the English text and other translated text, the English text shall prevail.

For more information, please contact our Customer Service Careline at 1300-1300-88.

Reach for Great



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