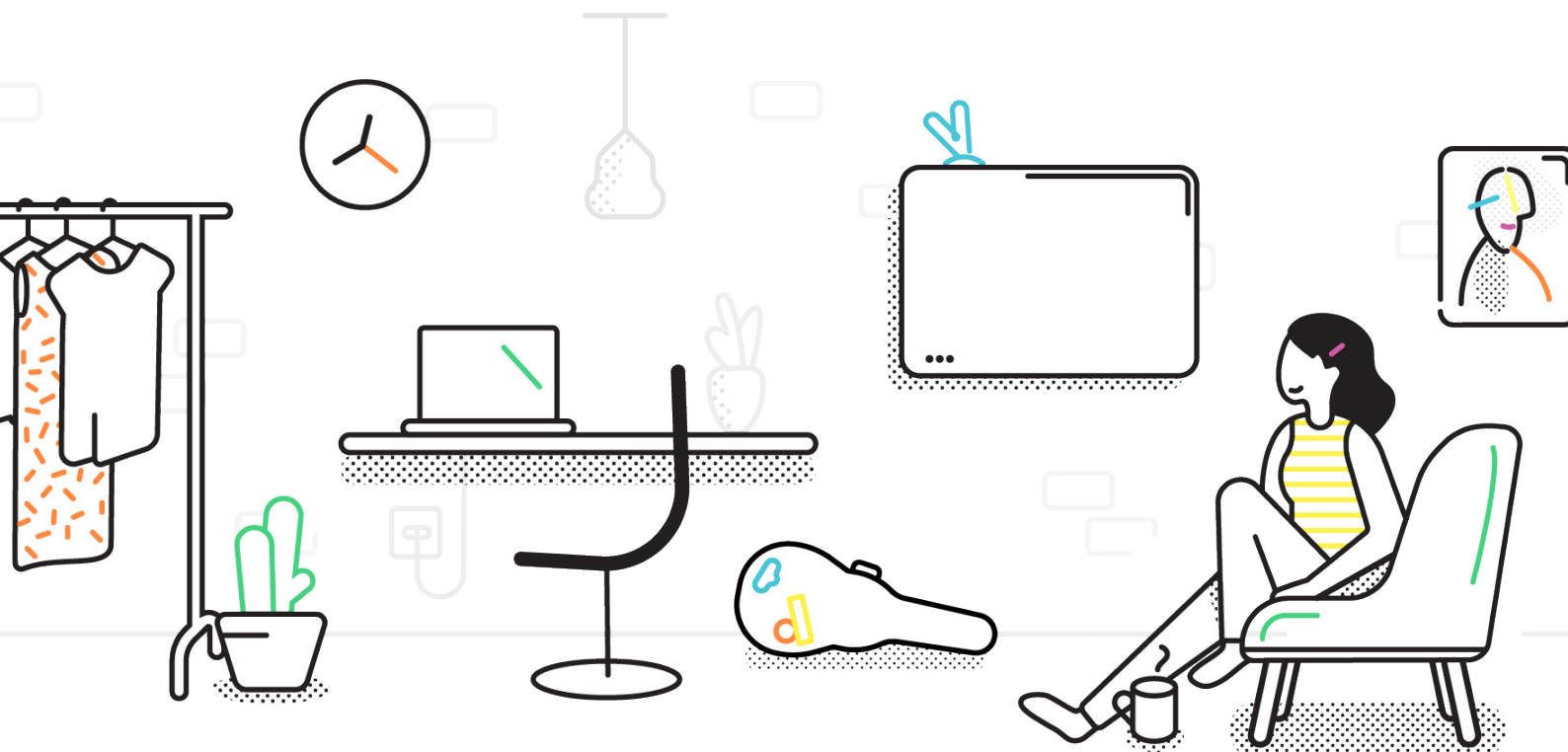


Naked

Contents insurance

for renters



Underwritten by **Hollard.**

Naked Financial Technology Pty Ltd is an authorised financial services provider (FSP 48822). Policies are underwritten by The Hollard Insurance Company Limited, a registered insurer and authorised financial services provider.

LAST UPDATED ON 13 FEBRUARY 2020

Welcome!

This document contains a summary of the cover and details specific to insurance for renters: the home contents, together with personal liability cover.

It should be read together with the details of your cover as set out on the Naked Insurance app, and the [Naked Insurance Basics](#) document, which describes the general requirements and cover details that form part of your insurance contract.

If you make any changes to the policy conditions, by updating your cover on the app, it will be effective immediately, unless you indicated for the cover on a new item to start on a future date.





Contents






Cover summary	4
Cover amounts	6
Home emergencies	7
Important info	12
Details	20

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Cover summary

Read the details of what is covered and not covered from **page 19**.

	COVERED	OPTIONAL	NOT COVERED
 Theft <p>When the bad guys steal or damage your stuff.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Fire <p>If fire, lightning or explosions cause damage, you're covered.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Mother nature <p>Wind, earthquakes, storms or hail. Let them come, you're covered.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 24/7 emergency assist <p>1:00am? Burst pipe? We'll get the plumber to you ASAP.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	COVERED	OPTIONAL	NOT COVERED
 <p>Subsidence</p> <p>When the ground beneath your building sinks in and leaves your stuff bruised and battered, you're covered.</p> <p>Not covered: Subsidence caused by the moisture content of the soil.</p>	✓	✗	✗
 <p>Water damage</p> <p>Leaking or overflowing of water from geysers, tanks, pipes or gutters.</p> <p>Not covered: Damage to the geyser itself, the owner of the building should pay for that!</p>	✓	✗	✗
 <p>Illegal use</p> <p>Using your stuff or property for anything illegal.</p>	✗	✗	✗
 <p>Business/professional use</p> <p>No cover for any items used for business (e.g. electronics or other professional equipment), or for stock or business inventory or raw materials, or for events that are directly related to the property and/or any of the items being used for business or professional purposes.</p>	✗	✗	✗
 <p>Wear and tear</p> <p>When your home and stuff gets old and needs to be repaired or replaced.</p>	✗	✗	✗

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Cover amounts

	MAXIMUM COVER	EXCESS YOU PAY
Home contents		
<ul style="list-style-type: none">• Home contents when at home	Full value (up to the maximum amount you have chosen), but subject to under-insurance if you did not insure all your home contents for their full replacement value.	The excess you chose on the app.
<ul style="list-style-type: none">• Home contents when not at home	Maximum of R5 000 per item, with an overall max for all items in one event of 20% of home contents total value	The excess you chose on the app.
<ul style="list-style-type: none">• Valuable items you have specified at home or away from home	Full value (up to the maximum amount you have chosen)	The excess you chose on the app.
Example:		
<ul style="list-style-type: none">• You buy R300,000 cover for your home contents and specify your laptop worth R20,000. Whilst away from home, you are robbed of your laptop, suitcases and clothes. We will pay you the full R20 000 for your laptop. Your suitcases and clothes will be limited to R5 000 per item with an overall maximum of R60 000 (20% of R300 000). We will deduct your excess from the total claim amount.		
Damage to others (if covered)	The level you chose on the app.	No excess.
Other benefits	See page 20.	Excess for the insured event.

Home emergencies

Introduction

We will provide you with assistance if you have a home emergency.

What is a home emergency?

A home emergency is any sudden, unexpected and unforeseen event that requires urgent assistance to:

- ensure the safety of your home and the safety of the occupants of your home; or
- to limit or prevent further damage to your home.


When are the services available to me?

These services are available 24 hours a day, 365 days a year.

Important


You must always contact us for assistance. If you do not, we might not pay the full cost.


The best way to contact us is on the **Naked Insurance app**, or by calling the helpline:


 **086 099 5125**

Need assistance?

 Towtruck >

 Roadside assistance >

 Emergency home assistance >

 Make a claim >

What's covered?

What cover do I get?

- We cover home emergencies at your home.
- We cover the call-out fee and first-hour labour charges. Further labour charges are for your account.
- The cost of materials and parts are for your account. For example, if a windowpane is replaced we will pay the labour but you will have to pay for the glass. Unless the damage to the glass was because of an insured event like hail or storms.

How many times can I request help?

- There is no limit to the number of times you can call us, but after five incidents in a continuous 12-month period the full cost will be for your account
- We will calculate the number of incidents per service category. For example: A locksmith needs to open the front door, and because of that an electrician needs to reconnect the alarm system. This means that the incident will involve two service categories and will count as two incidents.

What counts as a plumbing emergency?

- Burst geysers
- Burst water pipes and connections
- Faulty taps, mixer units and toilet cisterns
- Opening of drains
- Valves, elements, thermostats and vacuum breakers
- Blocked drains, toilets, baths and sinks, causing further damage to the home
- Emergency geyser overflow, valves (Latco and pressure release) causing loss of hot water and pressure-release problems

What counts as an electrical emergency?

- Distribution boards, circuits, mains cables causing power-failure
- Earth-leakage relays causing power-failure
- Geyser connections and elements causing 100% power-failure
- Plug points causing 100% power-failure
- Light fittings or switches causing 100% power-failure
- Lightning strikes on wiring
- Multiple burnt connections on wiring or plug points causing 100% power-failure
- Connections to all electrical motors (e.g. electric gate motor) causing 100% power-failure

What counts as a glass emergency?

We will appoint a service provider to assist you with incidents of breakage to existing fixed glass, for example home windows and glass doors. This includes badly cracked window panes that could result in unauthorised access to your home.

When can I ask for a locksmith?

- To open door locks to a main entrance of your house if your keys are locked inside the house.
- To replace door locks to a main entrance of your house if your keys are lost or stolen.
- To replace door locks of a main entrance to your house if the door lock is damaged and is preventing access to the house.
- To open door locks to any room within the house if a person is locked inside.

What else is covered under my emergency home assistance?

- Tree fellers, bee keepers and pest controllers. We will only provide these services during daylight hours and only because of an emergency.
- Security guards. If you have a break-in at your home or if the security of your home is has been breached/is compromised, we will arrange for security assistance and security guards to protect your home. The cost for these services is subject to the limit noted under “other benefits” on **page 20**.

Will you contact emergency services on my behalf?

Definitely. If you ask us, we can contact the:

- South African Police Services (SAPS)
- Traffic services
- Fire brigade
- Ambulance services
- Security or any other emergency service provider

What doesn't count as an emergency?

Some situations might be covered by your policy but do not count as an emergency incident where immediate assistance is needed. If covered, they should be logged as claims.

- Damage to garage locks or padlocks
- Burglary incidents. We will assist you but the cost will be for your account, unless we cover the cost elsewhere under this policy.

- Electrical or mechanical failure of electric gates and doors
- Air conditioners and commercial refrigeration
- Replacement or repair of electrical motors (e.g. electric gate motor)
- Main electrical supply interruptions to permanent residence
- Jacuzzi, swimming pool and borehole pumps (unless covered elsewhere under this policy)
- Leak detection inspections (unless covered elsewhere under this policy)
- Dripping taps
- Replacement of a burst geyser (unless covered elsewhere under this policy)
- Septic tanks
- Replacing light bulbs
- Adjustment of thermostats
- Any remote controls or access controls (unless covered elsewhere under this policy)
- Normal wear and tear
- Safes
- Maintenance of any kind

Important info

Home selfie

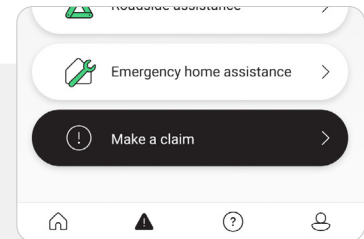
You must submit a home and valuable item inspection (called a “home selfie” or “selfie”) by using the Naked Insurance app. This means taking pictures or videos of your home’s security measures, specific rooms and specified valuable items, as well as supplying us with any supporting information we ask for, to confirm to us that specific items exist and are in good condition. Remember that you must still submit proof of value and ownership in the event of a claim, so it is important to keep valuation certificates, invoices and receipts of valuables and specified items.

- Your specified items are **not covered until**:
 - You have successfully submitted the home selfie;
 - You have answered any questions we may have based on our review of the home selfie; and
 - We have confirmed cover for each specified item, within a maximum of 5 working days.
- We will cancel your cover for a specified item in the following instances:
 - You do not submit the selfie by the date we communicated to you.
 - You submit the selfie, but we decide not to cover the specified item based on the detail received in the selfie.

This means it is as if we never insured the specified item (voiding cover). In this instance we will reduce your Home contents premium accordingly.

Claim

Go to **"Make a claim"** on the Naked Insurance app



OR  Call **086 099 5125**  Send us an email at **help@naked.insure**

Complain

We hope that you never have reason to complain, but if you do we will do our best to work with you to resolve it through the following process.

Complain to Naked

STEP 1

Use the questions or comments chat functionality on the app.

STEP 2

Speak to one of our customer care specialists on **086 0995 125** (weekdays from 8am - 5pm) or email us on **help@naked.insure**

STEP 3

If required, ask to speak to a manager to further discuss your concerns.

STEP 4

If, after speaking to a manager, your complaint is not yet resolved, you can take the matter further by writing to our internal dispute resolution committee on:

complaints@naked.insure

Your concerns will be investigated by a person with full authority to deal with the complaint and we will inform you of the outcome within 15 working days of receiving your letter.



Complain to Hollard

While you may contact the Ombudsman at any time, or take legal action against us within 270 days of receiving a claims decision, we would encourage you to please contact us first and follow the four-step process below.

STEP 1

Complain to Hollard




Please contact us on our dedicated complaints contact details and we will do our best to find a solution to your complaint. If we do not accept a claim or if you don't agree with the amount of the claim, you may ask us to review our decision within 90 days of the date that you received our decision.

-  011 351 2200 on weekdays between 8am and 5pm
-  hollardinsurecomplaints@hollard.co.za

STEP 2

Complain to Hollard's Internal Adjudicator

If you are still unhappy after you have asked us to review our claims decision, you may email Hollard's Office of the Internal Adjudicator (OIA). The Internal Adjudicator will investigate your complaint objectively and independently.

-  011 351 5652 on weekdays between 8am and 5pm
-  oia@hollard.co.za
-  011 351 0801

STEP 3**Complain to the Ombudsman**

If you are still unhappy after contacting us, you may send your complaint to the following Ombudsmen, depending on the nature of your complaint.

Complaints on how this policy was sold to you


If you have a complaint about how this policy was sold to you and your complaint is not resolved to your satisfaction by Hollard or your intermediary (Naked), you may contact the FAIS Ombudsman. You must do so within six months after receipt of the final response to your complaint from Hollard or your intermediary (Naked).


Complaints on anything else


The Ombudsman for Short-term Insurance (OSTI) provides a free and speedy complaints resolution process.


FAIS Ombud

 PO Box 74571
Kasteel Park
Office Park

 012 470 9080

 011 726 5501


 www.faisombud.co.za

 info@faisombud.co.za

The Ombudsman for Short-term Insurance (OSTI)

 PO Box 32334
Braamfontein
2017

 011 726 8900

 011 726 5501

 www.osti.co.za

 info@osti.co.za

STEP 4**Take legal action**

You may take legal action against us within 270 days of the date that you received our claims decision. To take legal action, summons must be served on us. If this is not done in time, you will lose your right to claim and we will no longer be responsible for that claim. You may also choose to take legal action against us without first asking us to review our claims decision or contacting the Ombudsman for Short-term Insurance. If you take legal action against us before contacting the Ombudsman, you can only approach the Ombudsman for assistance after you have withdrawn the summons against us.


Cooling off

If you want to cancel cover in the first 30 days and you want it backdated to when you started we will gladly refund you the full premium, but only if you haven't claimed.

Insurer and other service providers


Intermediary & Administrator

Naked Financial Technology Pty Ltd

 9 Gordon Hill Road,
Parktown, 2193

 0860 995 125

 help@naked.insure


 www.naked.insure


Compliance Officer:

Ncamane Consultants
nicky@nccconsultants.co.za

Insurer


The Hollard Insurance Company Limited

 PO Box 87419
Houghton, 2041

 Hollard Villa Arcadia
22 Oxford Road
Parktown, 2193

 011 351 5000

 compliance@hollard.co.za

 www.hollard.co.za

Naked Financial Technology Pty Ltd (Registration number 2016/427911/07) is an authorised financial services provider (FSP 48822) with professional indemnity insurance in place. Licenced for intermediary services in Category 1.2 Short Term Insurance Personal Lines. We are appointed by Hollard to manage a specific type of product, and to act on their behalf (policy initiation, administration, and settling of claims), and have written mandates evidencing this.

Naked Financial Technology:

1. Does not own more than 10% of the shares of the product supplier.
2. Only sells products from one product supplier, being Hollard. Accordingly it expects to earn more than 30% of its income from the product supplier.
3. Has a complaints policy and a conflict of interest management policy in place. It is accessible at www.naked.insure/complaints-conflicts.







The Hollard Insurance Company Limited (Registration number 1952/003004/06) ("Hollard") is a public unlisted company and has Professional Indemnity insurance and Fidelity Guarantee insurance in place.

Sasria

Insurance companies do not provide cover against loss or damage caused by war, terrorism, riots, strikes and other protest actions. In South Africa, the special risk insurer that provides cover for these kinds of events is Sasria. The acronym Sasria means South African Special Risks Insurance Association.

A portion of your premium is paid to Sasria. Read the Sasria policy wording at the end of Insurance Basics document for more details.

Sasria's contact details are:

- | | |
|--|--|
|  PO Box 653367, Benmore, 2010 |  011 447 8630 |
|  36 Fricker Road, Sandton, 2196 |  contactus@sasria.co.za |
|  011 214 0800 or 0861 727 742 |  www.sasria.co.za |

Compliance officer Mr. Mziwoxolo Mavuso

Complaints contactus@sasria.co.za

Claims Please submit all claim documentation to Hollard

Financial details

The maximum cover amounts and excesses (as shown in this summary document and on your app) are inclusive of VAT at 15%.

Your total premium is shown on your app and is inclusive of VAT at 15%.

How your total premium is broken down:

PREMIUM SPLIT

EXAMPLE

If your possessions are worth R1m (incl VAT), and your total premium is R503.63 pm (incl VAT)*

Premium to Sasria for riot & terrorism cover	0.000363% of the value of your possessions	R3.63
Rest of the premium (including the cover for extras)		R500
Naked Financial Technology Pty Ltd	20%	R100
Commission for intermediary services	12.5%	
Fee for policy administration and claims services	7.5%	
Hollard Insurance Company risk premium	80%	R400
VAT (Included in all amounts)		
Sasria	15%	R0.47
Naked	15%	R13.04
Hollard	15%	R52.17
Total VAT		R65.68

*Your actual premium (together with the latest version of the details of your cover) can be seen on the cover summary screen on the app.

Please ensure that your details (information you provide for us to determine the premium), as shown on the app, is up to date. If it is not, you may not have cover.

Please review the rest of this policy wording for the full details of your cover, including all the instances when we won't pay a claim (exclusions).

Details

Cover conditions **21**

Home contents **22**

Damage to others (liability) **28**

Exclusions **31**

Claims **37**

Cover conditions

Home selfie: You must submit a home and valuable item inspection (called a “home selfie” or “selfie”) by using the Naked Insurance app. This means taking pictures or videos of your home’s security measures, specific rooms and specified valuable items, as well as supplying us with any supporting information we ask for, to confirm to us that specific items exist and are in good condition. Remember that you must still submit proof of value and ownership in the event of a claim, so it is important to keep valuation certificates, invoices and receipts of valuables and specified items.

- Your specified items are not covered until:
 - you have successfully submitted the home selfie;
 - you have answered any questions we may have based on our review of the home selfie; and
 - we have confirmed cover for each specified item, within a maximum of 5 working days.
- We will cancel your cover for a specified item in the following instances:
 - You do not submit the selfie by the date we communicated to you.
 - You submit the selfie, but we decide not to cover the specified item based on the detail received in the selfie.

This means it is as if we never insured the specified item (voiding cover). In this instance we will reduce your Home contents premium accordingly.

Home contents

What is “home contents”?

All your movable possessions (not permanent fixtures or fittings to your home) inside your home and outbuildings, that are usually kept at the address that you told us about. Remember the items need to belong to you or members of your family who live with you.

How do we cover your home contents?

- **Home contents when at home:** You're covered for the full value (up to the maximum amount you have chosen), but subject to under-insurance if you did not insure all your home contents for their full replacement value.
- **Home contents when not at home:** You're covered (everywhere in South Africa and for up to six months while you are traveling outside of South Africa) up to a maximum of R5 000 per item, with an overall max for all items in one event of 20% of home contents total value
- **Valuable items you have specified (at home or away from home):**
 - You're covered for the full value (up to the maximum amount you have chosen)
 - Your home selfie: You must perform and submit a home and valuable item inspection (called a “home selfie”), using the Naked Insurance app, by the date indicated on your app.
 - A home selfie means that we will ask you to take pictures of your home's security measures and of any items you want to insure as Specified items.
 - If you do not do submit the home selfie by the date indicated on your app, we will not cover your Specified items at all after this date. However, we will cover your Specified items before this date. Remember, you must still submit proof of value in the event of a claim.

- This policy is not intended for cover on individual items to be activated for a short duration of cover (less than 30 days) during which you are knowingly exposed to higher risk (for example times that you are traveling and using the item more than regularly). If you cancel cover for a specific item, you may not reactivate cover for that item again in future. If a claim is rejected because the cover was null and void (you bought cover for an item after previously cancelling cover for that item), we will refund you the premium you paid in respect of that item for the period in question.
- You're covered (everywhere in South Africa and for up to six months while you are traveling outside of South Africa)

What we cover (insured events)

You are covered against loss or damage caused directly by:

- Fire, lightning and explosion
- Weather, including storms, wind, snow, rain, hail or floods
- Leaking or overflowing of water from geysers, tanks, pipes or gutters
- Earthquakes
- Impact with the home by external forces, for example a vehicle
- Theft or attempted theft. There must be visible signs of forcible/forced and violent entry, unless the home is occupied at the time of the insured event
- Malicious damage
- Non-moisture related subsidence & landslip: We will cover loss or damage to your contents caused by subsidence (sinking of the soil), landslip (downwards or sideways sliding of a mass of land), or ground heave (upward movement of the soil) which is not related to the moisture content of the soil supporting your building.
 - We may ask you to prove that the loss or damage was caused by subsidence, landslip or ground heave.

- There are certain events and items that are not covered, as explained under Exclusions
- Items that have been specified individually are covered for accidental damage and loss (a sudden, unforeseen event that is not deliberate or as a result of negligence).

Other benefits

We will automatically cover you for the following additional benefits. However:

- All additional benefits are subject to a maximum of the limits below except when the damaged items have been individually specified in your policy.
- Any loss or damage must be caused directly by an insured event listed above.

	Limit (Maximum cover)
Laundry on the line	R15,000
<p>We will pay:</p> <p>The cost of laundry stolen from the washing line at the risk address, even if there is not forcible and violent entry.</p>	
Trauma counseling	R10,000
<p>We will pay:</p> <p>The cost of professional counseling to help you cope with trauma after an insured event.</p>	

	Limit (Maximum cover)
<p>Protection of the home</p> <p>We will pay:</p> <p>The costs reasonably and necessarily incurred in employing a security guard following an insured event.</p>	R5,000
<p>Keys, locks and remote control units</p> <p>We will pay:</p> <p>The costs reasonably and necessarily incurred for the loss of keys and remote control units, or damage to locks of the home, as we may consider necessary. This benefit will also apply if you suspect that an unauthorised person has access to duplicates.</p>	R5,000
<p>Spoiling of food in fridge and freezer</p> <p>We will pay:</p> <p>For food that has gone off in your refrigerator or freezer because of mechanical failure, or electrical failure inside your home.</p> <p>Not covered:</p> <p>This cover does not apply if the electricity or gas supplier fails to supply you with power or gas for any reason. This cover also excludes damage to your fridge or freezer.</p>	R5,000

	Limit (Maximum cover)
<p>Gifts</p> <p>We will pay:</p> <p>Loss or damage to items that you have bought as gifts for someone else, while the gifts are kept inside your home.</p>	<p>R5,000</p>
<p>Power surge to electrical goods</p> <p>We will pay:</p> <p>For accidental damage to all electrical and electronic equipment because of an electricity power surge on the distribution line of any public authority.</p> <p>Not covered:</p> <p>We will not pay for the reproduction or repair of data.</p>	<p>R30, 000, unless the item has been individually specified</p>
<p>Property of guests and domestic employees</p> <p>We will pay:</p> <p>The loss of or damage to home contents and personal items that belong to your guests and full-time domestic employees. These goods must be inside the home at the time of the insured event, and are only covered if they are not insured elsewhere.</p>	<p>R10,000</p>

	Limit (Maximum cover)
<p>Theft of items kept outdoors</p> <p>We will pay:</p> <p>The cost of the following items if stolen that are intended to be kept or used outdoors, even if forcible and violent entry is not visible.</p> <ul style="list-style-type: none"> • patio furniture kept in a location that is attached to the home (like the deck); • braai equipment, excluding utensils; and • pool cleaning equipment and accessories. 	R20,000
<p>Important documents</p> <p>We will pay:</p> <p>The actual costs of replacing the following important documents if they are lost or damaged because of an insured event.</p> <ul style="list-style-type: none"> • identity document, driver's licence and passport • valuations for your home and home contents • wills and the land title to your home • marriage, birth and death certificates • contracts and agreements • education certificates 	R5,000

Damage to others (liability)

This section deals with insurance cover for your legal liability towards third parties.

You may choose to insure either your building or the stuff inside your house or both. Even if you choose just one of those, you automatically have cover for damage to others (liability cover).

Key definitions

Accident	An unfortunate incident that happens unexpectedly and unintentionally at an identifiable time and place. Accidental has a similar meaning.
Bodily injury	Physical injury to a person's body caused by violent, accidental, external and visible means.
Immediate family	Your partner (A person who is a resident of South Africa under the age of 70 and is your spouse, civil union partner, or your permanent life partner who you have lived with for longer than 12 months), parents, parents-in-law, children, biological brothers and sisters.
Domestic employee	People employed by you (at the address you told us about) such as staff, nannies, au pairs, drivers, gardeners or the like.

What does "Damage to Others" include?

We cover you if you are held legally liable (responsible) by another person for causing damage to that person's property or causing injury or death to that person. We will cover you up to a maximum of the limit set out in your cover summary on the Naked App.

- The limits include legal costs and expenses that can be claimed from you by another person, and which we have agreed to pay towards the defence or settlement of a liability claim against you.
- A limit applies to any one liability claim, or all liability claims resulting from the same event.

If you change a limit during the period of insurance, the limit which was applicable at the date that a liability claim was first made against you, will apply.

The following are all possible causes which can lead to a liability claim being made against you:

- Accidental death, bodily injury or illness.
- Accidental loss of property.
- Accidental damage to property.
- Legal costs and expenses that can be claimed from you by another person and that we agreed to in writing.
- Emergency medical expenses that you have to pay after accidental bodily injury to another person, but only if you are legally liable to pay the expenses.

It is also important to take note of the following:

- You are covered on a claims-made basis. This means that we will cover any liability claim against you, as long you receive the first notification of the liability claim after your cover start date. The event causing the liability claim must also have happened after your cover start date.
- The law allows three years from the date that the other person became aware of the event, for that person to make a claim against you. After that a claim will not be valid.
- If there is more than one person making a liability claim against you resulting from

the same event, we will treat all claims as if they were first made against you on either of the following:

- On the date that you reported the event to us; or
- If you were not aware of the event, on the date that the first liability claim was made against you.

What is covered

You are covered for the following categories of legal liability

- Directors and officer's liability, as a result of your unpaid employment as a director or officer of a non-profit organisation, for example a registered charity or homeowner's association.
- Domestic employee's liability, as a result of an accident for which your domestic employee is responsible, while they acted within the scope of their employment.
- Security companies and garden services liability, as a result of the negligent acts of security companies or garden services. This includes the liability you may accept in your contract with a company.
- Spread of fire liability, as a result of the spread of fire from your premises, on condition that:
 - You comply with all the requirements of the National Veld and Forest Fire Act (if applicable).
 - If a Fire Protection Association (as required by the above Act) has been registered for the area where your premises is situated, you must be a member of that Association.
 - There is no cover for the loss of, or damage to, plantations, forests or sugar cane.
- Tenant's liability as a tenant towards the owner of the building you stay in. We will cover you for any amount that you must pay for damage caused by an insured event.

- Wrongful arrest, liability to any person because of wrongful arrest, or attempted arrest. We will only cover you if you acted within the scope of your duties as a member of a neighbourhood watch (or similar organisation). We will not cover you if the suspect is a member of your immediate family, or a person employed by you.

Where you are covered

You are covered for liability claims which are made against you anywhere in the world, except if the liability claim is made in the United States of America (USA), Canada or any other country which operates under the laws of the USA or Canada.

Exclusions

Exclusions applicable to home contents

- **Consequential loss:** Further loss or damages that you may suffer as a consequence of the insured event. For example, if your handbag with your ID is stolen on the way to the airport, we will cover you for the cost of the handbag. We will not pay for any loss you may suffer because you missed your flight.
- **Home contents covered under a guarantee:** Any item that is covered against an insured event by any guarantee, service contract, purchase contract or any agreement of any type.
- **Defective design, workmanship or materials:** We do not cover any loss or damage to insured property because of defective design, workmanship or materials, including any expenses to correct a fault in the design or construction of the insured property.
- **Asbestos:** Any legal liability or consequential loss because of the presence of asbestos in any form or quantity. This is because of the hazardous nature of asbestos.
- **Theft by false pretences or scams:** If any theft happens as result of you being tricked into parting with your insured property as part of a transaction that you

believed was real. The transaction can be an ordinary cash transaction, an exchange or even a credit sale agreement.

- **Gradual deterioration:** We do not cover loss or damage caused by gradual deterioration. We specifically do not cover loss or damage caused by any of the following kinds of gradual deterioration:
 - Wear and tear from the ordinary day-to-day use of an item.
 - Exposure to natural forces such as sunlight and rain.
 - A slowly operating cause such as rust, rising damp, corrosion or decay.
 - Any cause that was not sudden and unforeseen.
- **Confiscation or similar acts:** We do not cover you for any loss, damage or costs because the police or any other authority legally took possession of your home contents for any period.
- **Nuclear events and substances:** These are risks associated with the nuclear industry in general. We do not cover any event related to radioactive or nuclear material in any way.
- **Trade and economic sanctions:** We cannot provide any cover if that means we would not comply with trade or economic sanctions. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will not pay any claims, but will refund premiums paid by you.
- **War, terrorism, riots and protest actions:** This includes any loss or damage related to or caused by war, terrorism, riots, protest actions, public disorder or any attempted act of this kind. In South Africa, these types of events are covered by Sasria SOC Limited. Please refer to the Sasria section at the back of Naked Insurance basics document for an explanation of your Sasria cover.
- **Loss or damage to your home contents if you leave the home unoccupied for more than 60 days in a row,** except if you told us that the home is a holiday home. Your building is unoccupied if you or any of the people who usually live there, or the person left on the premises in charge of and with access to the home, have all gone out.

- Loss or damage to your home contents caused by any **building work, renovations or alterations of any kind**. If you tell us about the work that you are planning to have done, we may agree to cover your home contents and we may have extra conditions.
- Loss or damage to the home contents while you are using it as a **guest house or AirBnB**.
- Loss or damage to collections, stamps, medals, coins or any other **collectables**.
- Loss or damage to **money and negotiable securities** such as deeds, bonds, bills of exchange, promissory notes and cheques.
- Loss or damage during a **process of cleaning, restoring, altering, renovating, repairing or any process needing the use of water**. This exclusion does not apply when public authorities put out a fire.
- **Subsidence, landslip or ground heave**: No cover for loss or damage directly or indirectly caused or worsened by reasons mentioned below:
 - Movement relating to clay or similar types of soil which may increase in volume when it gets wet, or decrease in volume when it gets dry, also referred to as active soil.
 - Normal settlement, shrinkage or expansion of the building or part of the building.
 - Normal settlement of the soil. This is the gradual downward movement of the ground caused by the weight of the building which is a natural effect and is predictable.
 - Poor design or construction of any building.
 - Alterations, additions or repairs to any building.
 - The removal or weakening of support to any building.
 - Poor compaction or infill.
 - Damage that existed before the cover start date.

- Excavations above or below the ground, except during mining operations.
- The movement of solid floor slabs or any other part of the building, unless the foundations supporting the outside walls of the building are damaged at the same time.
- Work needed to prevent further damage because of subsidence, landslip or ground heave.
- Loss or damage to **home contents left in the open**, unless specifically designed to be left in the open, or you have taken reasonable care to protect the item.
- **Theft or malicious and accidental damage** to your home contents while you have lent, let or sub-let the home.
- Loss or damage to your home contents caused by **impact with the building by trees** where you arranged for the trees to be chopped down.
- Loss or damage to the **operating system and software** of electronic devices: For example, cell phones, tablets, laptops, desktop computers, media servers and handheld electronic devices.
- Theft from an **unattended vehicle**: There is no cover for theft from an unattended vehicle, except in the following instances:
 - The vehicle itself is securely parked (for instance inside a locked building or behind locked gates), and there are clear signs of forcible or violent entry into the building or the premises.
 - The vehicle is locked, there are clear signs of forced entry and the item is out of view, for instance inside a locked boot, inside the glove compartment or under a seat.
 - In the case of remote jamming, there is no cover unless there is CCTV footage or other indisputable proof available.
- Damage to **sports equipment** (and bicycles) during their normal use.
- **Professional/business use**: No cover for any items used for business (eg electronics or other professional equipment), or for stock or business inventory or raw materials,

or for events that are directly related to the property and/or any of the items being used for business or professional purposes.

- **Drones and other aerial vehicles:** No cover for any unmanned aerial vehicles (UAV) or systems (UAS), such as drones while in use. We will also not cover any resultant liability if it causes damage to property.
- **Items insured elsewhere:** Loss or damage to home contents specified in a policy with another insurer and for which you pay a specific premium.
 - **Example:** Your watch is covered under another insurance policy for a specific premium. This means that you pay a specific premium to the other insurer, which is based on the make and value of your watch. If your watch is stolen from your home, we will not pay for the watch under this policy. You must claim for the watch from the other insurance policy.

“Damage to Others” specific exclusions

- **Death of or bodily injury** to any employee, other than your domestic employee, because of their employment duties.
- **Loss of, or damage to, property** belonging to you, or a member of your household or any person in your employ, or in the care, custody or control of you or any other person covered by this policy.
- The **ownership of land or buildings**.
- Persons squatting or occupying your land or building, or you occupying someone else’s land or building.
- **Building work, renovations or building alterations** of any kind.
- The use of any motor car, motorcycle, scooter, three-wheeler, quad bike, caravan, trailer, golf carts, aircraft and watercraft, except for hobbyists’ models and toys, ride-on and motorised lawn mowers.
- The use of unmanned aerial vehicles (UAV) or systems (UAS) such as drones. We

would however cover radio-controlled model aircraft, as long as it was used in terms of the rules and regulations set out by The South African Model Aircraft Association.

- Your liability if you agreed to accept, or already accepted, legal liability without first getting our permission.
- Any fines, penalties or awards imposed by law, or any additional damages whatsoever.
- The purchase, sale or exchange of any property (movable or immovable), including your failure to follow any obligations in relation to this.
- The ownership, possession, use or handling of firearms or air guns.
- The cost of cleaning up, removing, nullifying or reinstating property that is lost or damaged by seepage, pollution or contamination.
- If you are dishonest or malicious, or you physically assaulted another person.
- Your employment, business or profession.
- **Liability under agreement:** We do not cover any liability because of a written or verbal agreement you entered into.

Claims

How to claim

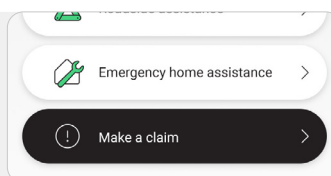
It is very important to follow the steps set out below, or else your claim could be rejected.

STEP 1

Make a claim on the Naked app, within 30 days of the incident happening.

It is important to give as much detail as possible when providing your description in your claims selfie as this will speed up the process. Also, remember you can download the app, on the App or Play Store, just search for Naked Insurance.

Go to **"Make a claim"** on the Naked Insurance App



OR



Call **086 099 5125**



Send us an email at **help@naked.insure**

STEP 2

Provide us with any additional information we might request, within the timelines provided.

We typically need the following, but we may ask for more depending on the details of your claim:

- A description of the damage you are claiming for (if the app submission was insufficient).
- Photographs taken of the scene (if any were taken).
- Proof of forcible entry to or exit from your home (where necessary).
- The police reference number (case number).
- The details of witnesses and any other persons that were involved in the incident (if applicable).
- Details of any other insurance that covers the same item(s).

STEP 3**Provide proof of value and ownership for the things you are claiming for.**

What you can do to ensure that you have adequate proof of ownership and proof of value:

- Compile an inventory of your household contents including your portable possessions and where applicable, note the date that you bought the item and its details (model, make, serial number, full description, guarantees or warranties and value at time of purchase).
- Keep dated photos, receipts, invoices and manuals of your insured items together with your inventory.
- Take photographs of each room in your house, holiday house and outbuildings.
- Keep record of the IMEI numbers of your insured cell phones.
- Get a valuation certificate from a registered jeweller or valuator for all your jewellery, gold, silver, platinum, watches, and precious- or semi-precious stones and have it updated on a regular basis.
- Make sure that you keep original and or certified copies of important documents such as your vehicle registration and the title deeds for property.

What not to do when claiming

It is very important to comply and not do anything set out below, otherwise your claim could be rejected:

- Do not repair or replace lost/damaged items, before getting our permission in writing (This does not apply to expenses to safeguard your home contents up to the amount set out in the section on additional benefits).

- Do not admit guilt, fault, liability, or incur any legal costs without first getting our permission
- Do not offer or negotiate to pay a claim
- Do not accept any offer from another person for any damage that you want to claim for under this policy. If you do, you will not have any claim under this policy

What you must pay

You may have to pay an excess. This is the first amount that you must pay towards a claim under this policy.

You can choose the excess for each individual item that you insure. The excess is shown on the app under each item's cover summary.

However, if more than one item is affected by a single loss event, you will only be required to pay one excess (on whichever item had the highest excess). If, during a single event, individually covered items are damaged or lost, together with loss or damage that is covered under your contents and/or building cover under this policy, you will only be required to pay one excess (whichever item/section of cover has the highest excess).

- We will deduct the excess from the amount we pay to you.
- If you have to pay an excess, we will tell you when to pay the excess to the service provider.

What we pay

When your claim has been approved, the maximum amount we will pay equals the limit, less the excess amount. We will pay:

- the cost of repairs or replacement up to a maximum of the limit;
- less the excess amount.

We may at our discretion repair, replace or pay you for the amount of damages. If appropriate, we may also use any combination of these methods. Our objective is to place you in the same financial position as you were before the loss took place, subject to a maximum of the limit chosen by you prior to the incident.

- If we replace or repair, we are not required to do so exactly or precisely but only as circumstances reasonably allow.
 - We will choose the supplier or repairer.
 - We may reuse existing materials.
 - If matching materials are not available, we are not required to create a uniform effect.
 - The standard of repair or replacement will meet but not exceed the requirements of any manufacturer or applicable legislation.
 - We will require an extra payment from you if the condition or value of your insured property has improved because of repair or replacement.
- At our discretion, we may decide not to replace or repair. We will then pay you up to a maximum of the limit. How much we pay out does not take into account the sentimental or other specific value the insured property may hold for you. The amount may be based on:
 - replacement value; or
 - a pre-agreed sum.

Remember, our responsibility ends after we have paid the claim. Once we have paid a claim, we have met our responsibilities to you in terms of this policy. We will not be responsible for any other costs relating to that claim.

We will also not pay any interest. So any amount due by us will not attract any interest.

- If we repair or replace, we will pay the service provider directly.
- If you have already done the repairs or replacement we will pay you back the cost that you have paid. We will only pay you the amount we would have paid if we had repaired or replaced the item ourselves.

When we will pay

We will pay a valid claim as soon as all documents have been received, we have assessed the claim as valid and you have paid your excess.

Not buying enough cover

- If you are under-insured, it means that you have insured your property for less than its current replacement value. You will then have to accept a part of the loss.

Example:

- You insured your home contents with us for R80 000. Your house is broken into and goods with a current replacement value of R30 000 are stolen.
 - When we assess your claim, we discover that the current replacement value of all your home contents before the theft is R100 000 and not R80 000.
 - This means you are under-insured by 20%.
 - We will then only pay R24 000 (80% of R30 000), less the amount of your excess.
- If you are under-insured we will only pay you and we will not repair or replace any items.

What happens if I have a claim on a pair or set of items?

We will not pay more than the proportionate value of any items that are part of a pair or a set. For example, if you lose one earring, we will pay out the value of only that one earring.

What about Damage to others (Liability) Claims?

How will my liability claim be handled?

- We will consider whether you are responsible for causing damage, loss, bodily injury or death.
- If we do not consider you responsible, we will reject the claim and send a rejection letter to you and the person claiming liability against you.

- If you are responsible, we will negotiate with the other person on your behalf. We will attempt to reach a settlement agreement for the amount of the loss, damage or injury.
 - If we cannot reach a settlement, or if we receive a summons from the court, we will go to court on your behalf. This means that we take over your rights to defend yourself.
 - The law allows three years from the date of the event, for the other person to claim from you.

Your responsibilities

- Tell us immediately about any incident that caused another person's bodily injury, illness, damage to property or loss of property. Do not wait until you receive a letter telling you that another person holds you legally liable.
- Tell us immediately after you receive a letter of demand or a summons, or if another legal process was issued by you or against you.
- Send us all police reports, court documents, letters of demand or settlement offers.
- You must never admit guilt. If you do, you may not have cover under this policy.

What will we pay?

We will pay the actual amount of liability, legal costs or medical expenses to a maximum of the limit. If there is more than one person claiming against you because of the same insured event, the maximum limit applies per insured event.

When will we pay?

We will pay once we have either negotiated or accepted legal liability on your behalf.

Who will we pay?

We may pay the liability benefit either to you, or to the person that is claiming liability against you. Once we have paid the liability benefit, we have met our responsibilities to you under this policy. We will not be responsible for any other costs relating to that claim.