

If's home insurance guide

Individual coverage for your home

Valid as of 1 January 2024



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Why If's home insurance?

Carefree daily life

1 The most comprehensive cover on the market

On the ExtensivePlus level, our coverage is at least the same as in your current home insurance.

2 Coverage for your important property

Home Insurance covers damage to your property ranging from fire damage to a broken mobile phone.

3 Finland's best claims services

We provide you with smooth service and quick compensation.

More information about home insurance if.fi/home

This guide is not a complete account of If's home insurance. In addition to this guide, please also read the insurance terms and conditions and the general terms and conditions carefully. Any loss or damage will be compensated in accordance with the insurance terms and conditions.

Home insurance in a nutshell

Home Insurance protects your entire home against loss or damage

Home Insurance provides comprehensive cover for your property – even during a move, when you are building or renovating or travelling the world.

Home Insurance can cover the movable property of your home or holiday home as well as the actual building. You can choose the extent of cover provided by Home Insurance. You can choose from four levels of cover: ExtensivePlus, Extensive, Basic and Limited.

Your type of home affects the choice of insurance cover. If you live in a block of flats, terraced or semi-detached house that is part of a housing corporation, you only need insurance cover for movable property. The housing corporation insures the real estate and its structures. In the case of movable property, the insurance also includes the permanent fixtures of the flat, as well as Private Person's Liability Insurance and Legal Expenses Cover.

If you own a detached house, you should insure both the building and movable property. You can already insure your home during the construction phase to cover the foundations of the house and

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construction materials, among other things. The most comprehensive ExtensivePlus cover on the market and Extensive cover for a building include cost-free pest and vermin control service and house inspection, which helps you take good care of your home.

Insurance at full price or up to the maximum amount of compensation

Both the building and movable property can be insured at full price or up to the maximum amount of compensation. If's home insurance is generally taken out at the full price of your property based on the floor area of your home. In this alternative, the total value of the property is not evaluated in drawing up the contract or later during the validity of the insurance, but only after the occurrence of loss or damage. This means that your property is always correctly insured.

You can also insure your property for a maximum amount of compensation. In this case, you must monitor the sufficiency of the maximum amount of compensation in the insurance and report any additional property you acquire to If.

Maximum amounts of compensation are defined for some item groups, such as valuables and bicycles. The limits apply to movable property insured both at full price and for a maximum amount of compensation. Please check the maximum amounts of compensation for specific item groups on page 8. If you own more valuable objects, they can be insured separately.

What does insurance for movable property cover?

Read about the wide range of cover for movable property

In the following, we will briefly describe the scope of insurance for movable property at different levels of cover.

First, we will list the types of damage compensated on different levels. Then, we will explain what property we compensate and what the maximum amount of compensation payable is.

ExtensivePlus cover for movable property includes

Higher amounts of maximum compensation

For example, an individual item up to EUR 17,000 and a bicycle up to EUR 5,000. The maximum amounts of compensation are specified on page 8.

More moderate age deductions

No age deduction is made from the compensation for laptops, tablets or mobile phones for the year the property was placed in service or for the following year. No age deduction is made from the compensation for other items for the year the property was placed in service or for the following three years.

Luggage with a deductible of just EUR 50

Compensation up to EUR 3,500 minus a deductible of just EUR 50 during international journeys lasting no longer than 45 days.

Hole-in-one Cover

Compensation up to EUR 850 for a hole-in-one.

ExtensivePlus and Extensive cover for movable property include

Sudden and unforeseeable loss or damage

Cover for sudden and unforeseen breakage and damage to property. We compensate damage such as a dropped and broken phone or broken cups and saucers if a fastener in your cupboard fails.

ExtensivePlus, Extensive and Basic cover for movable property include

Theft and malicious damage

Compensation for loss and damage caused by theft or malicious damage in or outside your home.

Water damage caused by leakage

Compensation for damage caused by leakage if HPVAC pipework or a washing machine, for example, wets your movable property.

Electric appliance breakage

Compensation if a short circuit or other electrical phenomenon breaks an electrical appliance.

ExtensivePlus, Extensive, Basic and Limited cover for movable property include

Damage caused by fire, soot or smoke

Cover for damage to your movable property caused by fire, smoke or a direct strike of lightning, for example.

Damage by natural forces

Cover for damage caused by storm, hail or floods, for example.

Discontinuance of habitation

Cover for additional expenses if you have to temporarily live elsewhere due to loss or damage covered by your home insurance. We will compensate for up to 85% of the additional accommodation costs for a maximum period of 12 months.

Home Insurance also includes:

Luggage

Insurance for home contents also works as luggage insurance in accordance with the level of cover and deductible selected for movable property. The insurance also covers costs for the acquisition of necessities if luggage is delayed by more than six hours from arrival at the destination. Compensation of EUR 80/day is paid per traveller, up to EUR 320.

Crisis therapy in connection with loss or damage caused by fire or theft

We will support you in the event of major loss or damage. We will cover psychotherapy prescribed by a physician – five treatment sessions per Insured Person – if such treatment is needed due to loss or damage compensable from fire or theft cover.

Liability cover

We will cover property damage or bodily injury caused by you or a person living in your household to a third party, for which the insured is liable by law.

Legal expenses cover

We will compensate for legal expenses of disputes and criminal cases involving you or a person living in your household as a private person.

Identity theft cover

We provide advice on how to handle identity theft and mitigate and prevent its consequences. The cover is fixed-term and valid from 1 June 2020 to 31 December 2024.

What property is covered under insurance for movable property?

Ordinary items intended for daily or leisure use in the household

The insurance covers property such as furniture, clothing, tableware, accessories, electronics, equipment used in sports or leisure time activities, and electric mobility devices that do not require motor third party liability insurance. The insurance is also temporarily valid worldwide for a maximum of one year.

Rented or borrowed property

The insurance covers items rented and borrowed from individuals which, if owned by the insured person, would belong to their movable property.

The permanent fixtures of a flat in blocks of flats and terraced houses up to the agreed maximum amount of compensation

Permanent fixtures of a flat refers to property for which the flat owner is responsible under the Finnish Housing Companies Act, such as flooring, wallpaper, kitchen cabinets and bathroom fittings.

The insurance also covers extensions to the responsibility for maintenance imposed on the flat owner in the articles of association or by a decision of the General Meeting up to EUR 5,000. The insurance covers damage to the building structures, insulating materials or basic utility systems in accordance with the insurance terms and conditions. The insurance does not cover damage caused outside the insured flat, for example, in the adjacent flat. The maximum total compensation paid is the maximum amount of compensation specified for the permanent fixtures of the flat.

Maximum amounts of compensation

The maximum amount of compensation payable under ExtensivePlus cover for an individual item, valuables or a bicycle, as well as money outside the place of insurance, is higher than at other levels of cover. In other item groups, the maximum compensation is the same on all levels, including ExtensivePlus.

The following maximum amounts of compensation are applied both to insuring up to full price and to insuring at the maximum amount of compensation.

Individual item or collection

ExtensivePlus cover EUR 17,000

Other levels of cover EUR 5,000

Valuables or collections worth less than EUR 5,000, or EUR 17,000 in ExtensivePlus

ExtensivePlus cover EUR 50,000

Other levels of cover EUR 20,000

Bicycle or electric mobility device (without the requirement for motor liability insurance)

ExtensivePlus cover EUR 5,000

Other levels of cover EUR 2,500

Movable property stored in the cellar closet of a block of flats, terraced or semi-detached house or other storage facilities relating to these, in total

EUR 5,000

A rowing boat and its motor of not more than 8 hp In total

EUR 3,500

Home or holiday home contents acquired for or transferred into a car, camper van, trailer or boat

EUR 3,500

Tools, implements and equipment used in gainful employment

EUR 2,000

Money and securities in the place of insurance

EUR 500

Money and securities outside the place of insurance

ExtensivePlus cover EUR 200

Other levels of cover EUR 100

If the maximum amount of compensation is not sufficient, property can be insured at full price separately.

Do you need additional cover?

Insurance for movable property does not cover exceptional property or property kept in a storage facility outside the place of insurance. These can be insured separately with home insurance. You can insure your dog or cat with animal insurance.

What does insurance for a building are cover?

ExtensivePlus provides the most comprehensive cover on the market for a building

Cost-free Kunnon koti and Pest and vermin control services are included in ExtensivePlus and Extensive-level insurance for detached house.

In the following, we will briefly describe the scope of insurance for a building at different levels of cover. First, we will list the types of damage compensated on different levels. Then, we will explain what property we compensate and what is the maximum amount of compensation you can receive.

ExtensivePlus cover for a building includes

Roof leaks

We will cover damage or loss in cases in which rain or thaw water has penetrated the roof and wetted structures. The costs of repairing or renewing the roof are not compensated.

Moisture damage in sanitary facilities

We will cover loss or damage caused by water penetrating the waterproofing of sanitary facilities and damaging structures. However, the cost of repairing or renewing the surface coverings, waterproofing, fixtures and equipment and sanitary fixtures of sanitary facilities, or damage caused exclusively by mould, is not covered.

Damage caused by pests or vermin

We will cover loss or damage caused to the structures of the building by vermin, such as mice and rats, and insects. The costs of destroying vermin are not covered, however.

Damage caused by decay fungi

We will cover loss or damage caused to the structures of the building by decay fungi, for example, if decay fungi have damaged the supporting structures of the base floor or the studs of the wall structures.

ExtensivePlus and Extensive cover for a building include

Sudden and unforeseeable loss or damage

We will compensate for sudden and unforeseen loss or damage to your building, including a window being broken due to an external cause, such as children's outdoor games, damage to flooring caused by a heavy object falling on the floor, or a wild animal entering the building and causing damage to its structures.

Kunnon koti service

The cost-free service comprises two parts: an inspection of your home carried out by an expert and a telephone service providing advice on maintenance. The inspection will be carried out every four years and will provide you with an evaluation and written report on the condition of your house. This will help prevent damage and anticipate any need for repair. You can also benefit from the telephone service in which experts answer your questions relating to the maintenance of your house. Further information on the service can be found at if.fi/kunnonkoti

Pest and vermin control service

A cost-free pest and vermin control as a telephone service providing advice, a control package sent by post or control measures carried out by a technician on the spot for detached houses and holiday homes.

The Kunnon koti service and Pest and vermin control service are cost-free additional services provided by If's partner company Anticimex. They are available for customers who have taken out Extensive or ExtensivePlus for their detached house. The pest and vermin control service is also available for holiday homes insured with ExtensivePlus cover. The services are additional and do not form part of the insurance contract.

ExtensivePlus, Extensive and Basic cover for a building include

Theft and malicious damage

We cover losses due to theft, vandalism, burglary or robbery at your home or outside it.

Water damage caused by leakage

We will cover the damage if the pipework of the building or an HPVAC appliance connected with it breaks down and causes water damage.

HPVAC, electrical and automation equipment breakages

We will compensate for the breakdown of heating, water and plumbing, ventilation and air conditioning, electrical and other building services equipment.

ExtensivePlus, Extensive, Basic and Limited cover for a building include

Damage caused by fire, smoke, soot or an explosion

We will cover damage caused by a fire that started from an electrical appliance, candle or lightning, which may, in the worst case, result in the loss of your entire home and property.

Damage by natural forces

We cover damage caused by various natural forces, such as storms or hail, or flood damage caused by exceptionally heavy rainfall or a rise in the water level of a water system.

What property is covered under insurance for a building?

Insurance for a building covers your home's fixed structures as well as yard structures and damage to the yard area in accordance with the insurance terms and conditions.

In addition to your detached house or holiday home, the insurance covers:

- Playhouse, barbecue shelter, lightweight gazebo or shed, swimming pool and greenhouse each EUR 5,000
- A car shelter up to 30 m² if it is not subject to an official permit EUR 10,000
- Other ordinary structures in the yard area, such as flagpoles, fences, gates in total EUR 5,000

Examples of the scope of the insurance and maximum amounts of compensation:

- Cleaning and restoration costs of a yard area in the immediate vicinity of the building EUR 50,000
- Damage covered under ExtensivePlus, i.e. roof leaks, moisture damage in sanitary facilities, damage caused by pests or vermin and decay fungi up to EUR 15,000

The insurance also covers equipment and fittings the ownership of which is transferred when the building is sold. These include, for example, kitchen stoves, hoods, sauna ovens, the machinery of refrigerating rooms and central vacuum cleaners.

Do you need additional cover?

If you want the insurance to provide higher maximum amounts of compensation, you must insure the property separately. The building's insurance does not cover outdoor buildings or garages, but you can insure them separately with home insurance. You can insure an on-site forest with forest insurance. Waters, jetties or beach constructions cannot be insured.

Detailed description of insurance for movable property

Tailor your insurance according to your needs

Insurance for the movable property of your home also includes liability and legal expenses cover.

Insurance for movable property covers sudden and unforeseen property damage in accordance with the level of cover you have selected. The insured event must be verifiable: what happened and how, where and when, what caused the loss or damage.

In addition to direct property damage, the insurance covers costs arising from loss prevention, the discontinuance of habitation or the acquisition of necessities if luggage is delayed, for example.

In the following, we will provide more information about compensating loss or damage, the liability and legal expenses covers included in the insurance, and fixed-term identity theft insurance. If you want to learn more about the scope of the cover, you can find more detailed information in the insurance terms and conditions.

Compensation for movable property

The amount of compensation is based on the value or price of the damaged or lost property. The basis of compensation is the loss incurred. Damage to used property is compensated primarily by having the property repaired or by acquiring an equivalent piece of property to replace the damaged one. If the property is repaired, the decrease in value of the property or costs relating to alteration or improvement work unrelated to the loss will not be covered.

Compensation for movable property is not always paid on the basis of the price of equivalent new property. The age and condition of the damaged piece of property affect the amount of compensation. You can find complete information on age deductions applied to movable property in the insurance terms and conditions.

As regards movable property not older than five years, the amount of loss is calculated on the basis of the replacement price of an equivalent piece of property, i.e. the acquisition cost of an equivalent new piece of property. As regards property older than five years, the amount of loss is calculated on the basis of the current price. Current price refers to the price of used property at the time of loss, and it takes into account the reduction in the value of the property due to age, use or negligence in servicing or maintenance, for example.

The amount of loss or damage to works of art, paintings, jewellery and handicrafts made by the Insured is calculated on the basis of the replacement price of the materials used for the items. Compensation for jewellery and watches is 60% of their market price, if the Insured does not acquire equivalent items within six months.

Age deductions

When items of the groups listed in the table are compensated, an age deduction is made from the replacement value, regardless of whether the item is older than five years or not. No age deduction is made if the item is repaired.

In ExtensivePlus, no age deduction is made from the compensation for laptops, tablets, mobile phones and similar devices for the year the property was placed in service or for the following year. With respect to other property mentioned in the table, no age deduction is made for the year the property was placed in service or for the following three years.

At levels of cover other than ExtensivePlus, no age deduction is made for the year the property was placed in service.

Annual age deductions

Smartwatches and similar consumer electronics and other electronic appliances as well as optical instruments and their accessories (excluding binoculars or telescopes), bicycles and electronic mobility devices and their accessories and household appliances	9%
Other machinery and equipment	5%
Laptops, tablets and similar devices	20%
Other computers and computer peripherals	15%
Spectacles and prescription sunglasses, sports equipment, clothing, footwear, home textiles, bags, backpacks and prams and strollers	15%
Mobile phones and comparable	25%
Property used for gainful employment or entrepreneurship (if the above-mentioned age deduction percentage of the coverable item is not higher)	15%

Liability and legal expenses cover

In the case of movable property, the insurance also includes private person's liability insurance and legal expenses cover at each level of cover. You can also choose more extensive liability and legal expenses cover for your insurance policy. Read more about the scope of the covers.

Liability Insurance

The persons insured under Liability Insurance include the policyholder and any persons living permanently in the policyholder's household. The insurance covers property damage and bodily injury caused by an insured person to a third party.

Liability Cover covers the Insured's liability for damages that can arise from sudden property damage or bodily injury caused by the Policyholder as a private person to another party. In the event of loss or damage, the insurance company will determine whether the Insured is liable to pay compensation for the event, if no exclusions are applied to the loss or damage. Compensability requires that the Insured is liable for the damage by law.

Extended Liability Cover covers damage and injuries caused as a private person more extensively than required by the liability set in legislation. It covers sudden property damage or bodily injury caused by the Insured to another party if the Insured's act or negligence has a causal connection to the occurrence of damage or injury or if the damage or injury has been caused by an object owned by the Insured (e.g. device or animal) and the injured party cannot be considered liable for the damage or injury.

Typical types of damage or injury covered under Liability Insurance include damage caused by children, sudden damage to the structures of owner-occupied or rented flats, damage or injury caused as a property owner and damage caused in parking areas other than that caused by a car.

Validity of Liability Insurance

The insurance is valid in Finland and temporarily, for a maximum of one year, worldwide. If the Insured's permanent place of residence is not in Finland, the insurance is valid in Finland only.

Compensation and maximum compensation under Liability Insurance

In cases of property damage, Liability Insurance can cover repair costs or the current value of the item as well as expenses incurred as a result of the establishment of liability. In cases of bodily injuries, Liability Insurance can cover costs arising from medical treatment expenses, decline in income, pain and suffering, permanent defect or handicap or other loss.

The alternative amounts of maximum compensation are EUR 200,000 or EUR 400,000 per loss event. The selected maximum amount of compensation is specified in the policy document. The selected deductible is deducted from the compensation.

Exclusions to Liability Insurance

Liability Insurance includes exclusions in accordance with which not all damage or injuries are covered. For example, the insurance does not cover damage or injury:

- Caused by shower or bath water being prevented from entering the floor drain
- Caused to permanent fixtures in an owner-occupied flat or detached house used as the Insured's and his/her family's home, movable property rented from a private person by the Insured or property entrusted to the Insured's custody
- Caused by the Insured while practicing a profession, for obtaining income or for gainful purposes in general. Loss or damage caused to property intended for gainful employment or practical training is not covered
- Caused to property that has been in the Insured's possession or that the Insured has taken possession of to manufacture, install, repair, transport, store or otherwise handle or take care of

Legal Expenses Cover

Legal Expenses Cover helps to prepare for possible legal expenses. It covers the Policyholder and any persons living in his/her household.

Legal Expenses Cover covers the Insured's necessary and reasonable lawyer's fees and legal costs incurred through the use of legal assistance in disputes, criminal cases and petitions.

Extended Legal Expenses Cover covers, in addition to those mentioned above, any of the opposing party's legal costs that must be paid by the Insured under a court decision.

Typical cases covered are disputes relating to real estate and car deals, and in criminal cases, those relating to assaults in which the Insured as the injured party claims damages from the defendant.

If the insurance has been in force for less than two years, the matters on which the dispute, claim or charge is based must also have arisen during the validity period of the insurance.

Disputes concerning custody and maintenance

Legal Expenses Cover does not usually cover disputes concerning the custody and maintenance of children. However, If's Legal Expenses Covers cover one loss event relating to these issues per three years if all of the following prerequisites are met at the same time:

- 1** The issue is not handled for the first time or in connection with ending cohabitation
- 2** The issue concerns the changing of a valid, enforceable agreement or valid court decision confirmed by the authorities due to changes in circumstances
- 3** Other prerequisites defined in the insurance terms and conditions

The insurance does not cover the enforcement of issues related to these.

Validity of Legal Expenses Cover

The insurance is valid in the Nordic countries, and in connection with a journey or travel worldwide during a journey that continues uninterrupted for no longer than one year. If the Insured's permanent place of residence is not in Finland, the insurance is valid in Finland only.

Maximum compensation and deductible in Legal Expenses Cover

Deductible in loss events is 20% of the expenses, however, no less than EUR 170. The maximum amount of compensation per insured event is EUR 10,000 or EUR 20,000 in Legal Expenses Cover and EUR 20,000 in Extended Legal Expenses Cover. The selected maximum amount of compensation is specified in the policy document.

Sometimes the amount of legal expenses exceeds the maximum amount of compensation. In that case, customers will pay any remaining legal expenses themselves. Any legal expenses successfully recovered from the adversary must be transferred to the insurance company to the extent that it exceeds the amount paid by the Insured.

Deductible in loss events is 20% of the expenses, however, no less than EUR 170.

Exclusions to Legal Expenses Cover

Legal Expenses Cover includes exclusions in accordance with which not all loss, damage or injuries are covered. For example, the insurance does not cover loss, damage or injury relating to

- Business or other gainful activity
- A divorce or the dissolution of a partnership
- Property other than the dwelling used by the Insured

Identity Theft Cover (fixed term from 1 June 2020 to 31 December 2024)

Identity Theft Cover aims to mitigate and prevent the consequences of identity theft relating to the insured person's private life that have occurred during the insurance validity period. Identity theft means that another person illegally uses your personal data, such as name or personal identity code. The unauthorised use may involve opening a bank account, applying for a credit card or loan, taking out a phone subscription or ordering goods or services in your name.

The insurance compensates for the necessary and reasonable expenses incurred from the use of legal assistance in Finland after the occurrence of identity theft for preparing an investigation report, assisting in a preliminary investigation or rejecting unlawful claims. These expenses are covered up to EUR 2,000.

The insurance does not cover any other financial losses or expenses resulting from identity theft, or costs related to gainful activity or a crime committed by another family member, for example. Read more about the cover and its terms and conditions at if.fi/identiteettivarkaus.

Liability and Legal Expenses Cover for Agriculture and Forestry

If you own forest or practise small-scale agriculture, you should take out separate Liability and Legal Expenses Cover for Agriculture and Forestry for your home insurance to cover any liabilities or legal expenses arising from these activities.

It covers the Policyholder and any persons living in his/her household as well as any persons who own forest or practise agriculture jointly with the Policyholder.

Cover is valid only in Finland.

Liability Cover for Agriculture and Forestry

The insurance covers the Insured's liability for damages that can arise from damage caused by the Insured when practising forestry or small-scale agriculture. The agricultural activity may not be the main source of livelihood.

The insurance does not cover, for example, damage or injury:

- Caused by a defect in workmanship or installation
- Caused to property that has been in the Insured's possession or that the Insured has taken possession of to manufacture, install, repair, transport, store or otherwise handle or take care of
- For which the Insured is liable solely on the basis of an agreement, commitment or promise, and liability to compensate would not exist without these commitments. These include, for example, damage, defects or deficiencies detected in the object of sale

The maximum amount of compensation is EUR 200,000. The selected deductible is deducted from the damage.

In cases of property damage, Liability Insurance can cover repair costs or the current value of the item as well as expenses incurred as a result of the establishment of liability. In cases of bodily injuries, Liability Insurance can cover costs arising from medical treatment expenses, decline in income, pain and suffering, permanent defect or handicap or other loss.

Legal Expenses Cover for Agriculture and Forestry

The insurance covers the necessary and reasonable lawyer's fees and legal costs incurred by the Insured through the use of legal assistance in disputes or criminal cases relating to the practise of agriculture or forestry. The practise of agriculture may not be the main source of livelihood.

The insurance can be extended to cover the adversary's legal expenses.

The insurance does not cover, for example, damage or injury:

- Relating to a guarantee, pawning or other security commitment for a loan or the commitment security of another person for his or her business or other gainful activity
- Where those insured under this Insurance are opposing parties
- Which concerns opposing a summary penal order in a court of law

If the insurance has been in force for less than two years, the matters on which the dispute, claim or charge is based must also have arisen during the validity period of the insurance.

The maximum amount of compensation is EUR 10,000. Deductible in loss events is 20% of the expenses, however, no less than EUR 170.

Liability and Legal Expenses Cover for the owner of a flat or real estate

If you own flats or buildings that have you have rented to a third party or which are not in your own use, you will need separate liability and legal expenses cover for the owner of a flat or real estate for your home insurance to provide coverage for them.

The Insured is the Policyholder and any other owners of a real estate or flat specified in the Policy Document with respect to the ownership, management or maintenance of said real estate or flat.

Cover is valid in Finland.

Liability Cover for the owner of a flat or real estate

The insurance is valid for the flat or real estate specified in the Policy Document.

The insurance covers damage caused by the owner to another person through the owner's negligence, i.e. the owner has statutory liability for the damage.

The insurance does not cover loss, damage or injury relating to, for example:

- A defect in workmanship or installation
- Damage cause to the permanent fixtures of the insured real estate or flat
- The Insured performing service, maintenance or repair work for the housing corporation or joint-stock property company

The maximum amount of compensation is EUR 200,000. The deductible selected for the insurance is deducted from the damage.

Legal Expenses Cover for the owner of a flat or real estate

Legal Expenses Cover covers the necessary and reasonable lawyer's fees and legal costs incurred by the Insured through the use of legal assistance in disputes and criminal cases relating to the ownership, management or maintenance of the dwelling specified in the Policy Document. The matter must be such that it can be brought before the District Court.

Extensive Legal Expenses Cover covers, in addition to those mentioned above, any of the opposing party's legal costs that must be paid by the Insured under a court decision.

The insurance must be valid at the time of the event giving rise to the claim. In dispute or petition cases, the insured event arises when the claim is disputed. In a criminal case, the insured event has occurred when the case has been instituted. However, if the insurance has been in force for less than two years, the matters on which the dispute, claim or charge is based must also have arisen during the validity period of the insurance.

In addition, the Insurance is valid in disputes or claims relating to the sale of a flat if the sale occurred during the validity of the insurance and the insurance had been valid without interruptions for at least six months prior to the sale of the flat.

The insurance does not cover, for example, damage or injury:

- Which is of minor importance to the Insured
- Where the contesting of the claim cannot be demonstrated

If the disputed interest can be measured in money, costs are covered up to no more than twice the disputed amount.

The maximum amount of compensation is EUR 10,000 and the deductible is 20% of the costs, however, no less than EUR 170.

Detailed description of insurance for a building

The damages are covered on the basis of the replacement price or current price

If the building is completely destroyed and its current price is at least 50% of the replacement price, the damage is compensated on the basis of the replacement price.

The amount of damage to a building is assessed on the basis of its replacement price and current price. The replacement price refers to the amount of money required to construct a new building with an equivalent room program and standard of equipment. The current price is calculated by deducting from the replacement price the reduction in the value of the building due to age, use or negligence in servicing or maintenance, for example.

If the current price of the building at the time of the loss equals or exceeds half of its replacement price, the amount of loss is calculated on the basis of the replacement price. Otherwise, the amount of loss is calculated on the basis of the current price, providing that construction work begins within two years of the loss.

The maximum compensation based on the current price of the building equals the market price of the building. In the following situations, we will compensate the price which could have been obtained for the building if sold immediately before the occurrence of loss:

- The building is completely destroyed and no new corresponding building is built to replace the destroyed one
- The building is completely destroyed and the value of the destroyed building in terms of its condition and usage characteristics has decreased due to factors such as age, negligence of service or maintenance or lack of occupancy, in such a manner that compensation will be based on current price (less than 50% of the replacement price).

In cases of loss or damage relating to the HPVAC or electrical appliances of the building, an annual age deduction is made from the replacement or repair expenses covered as follows: pipework, electric cables and wires 3%, and other HPVAC and electrical appliances 6%. The deduction is calculated for calendar years from the year the appliance was taken into use or renewed, but not for the year the property was taken into use or for the following year.

In cases of loss where the pipework of a building breaks down and results in water damage caused by leakage, age deductions are calculated according to the age of the pipework and deducted from the amount of water damage covered. The age of the pipework is calculated in calendar years from the year when the property was first used or the pipework renewed. The following age deductions are made from repair costs based on the age of the pipes:

- Age of pipework 0–29 years, deduction from repair costs 0%
- Age of pipework 30–50 years, deduction from repair costs 25%
- Age of pipework more than 50 years, deduction from repair costs 50%

Damage to the home only compensated for the part of the room affected by the damage.

In addition to the damage to the building, the insurance covers additional costs arising from the authorities' orders concerning construction, up to 10% of the compensable costs.

Important information on Home Insurance

Protect your property against loss or damage

In the following, we provide important information on the validity, exclusions, precautions and premiums of your insurance.

Home Insurance covers the property of the Policyholder and any persons living permanently in his/her household. The insurance is valid in the place of insurance specified in the policy document and, for a maximum of one year, temporarily worldwide. If the Insured knows that the property is not going to be in the place of insurance for over one year, the moved property is insured for no longer than three months from the date of moving.

The insurance is valid, for example:

- During the move, the insurance for both movables and permanent fixtures are valid in both the old and new home for three months (however, a building must always be insured when the ownership is transferred)
- While constructing or renovating and during site transports
- The covers for movable property, liability and legal expenses are valid worldwide during a journey that continues for no longer than one year

Deductible

In each case of loss or damage, a deductible is applied, i.e. an amount of money is deducted from the compensation, and you must pay the amount yourself. You can choose your deductible from several alternatives. It is often financially sensible to select a higher deductible. In this case, you will pay expenses arising from smaller

loss or damage yourself, while we will cover the larger ones that cause more substantial financial losses. The amount of deductible also affects the price of your insurance.

In cases of loss or damage caused by the discontinuance of habitation, a deductible of 15% is deducted from the compensable costs.

No deductible is deducted

- From the compensation for the costs of necessities if luggage is delayed
- From the expenses for the transportation of luggage to the destination or back home in cases of loss or damage to the insured motor vehicle
- If the functioning of an alarm device installed has prevented the occurrence of loss or restricted the amount of loss

The deductible is doubled, to an amount that may not exceed EUR 1,700

- If the building or flat is under construction or renovation
- If the building or flat has been hired out and the rental use is not mentioned in the policy document
- If the loss or damage is covered under the cover against natural forces and is caused by a flood caused by heavy rainfall, flooding of water bodies or sea water flood

Precautions

You can prevent and restrict loss or damage by following the precautions included in the insurance terms and conditions. They provide instructions on fire safety, the use, storage and transportation of property as well as on the prevention of damage caused by natural forces or water damage caused by leakage. Compensation may be refused or reduced if the precautions are neglected.

Improve fire safety

- Make sure that your home is equipped with functioning fire alarms
- Supervise open fire, candles and outdoor candles
- Do not use faulty electrical appliances. Only use approved service shops to carry out their repair
- Smoking and making an open fire on premises containing flammable substances or materials is forbidden
- Smoking in bed is forbidden. Cigarettes must be extinguished in an incombustible container
- Drying and storing property in the sauna is prohibited
- Stoves, ovens, barbecue grills, smokers and similar devices must be used under supervision, and no flammable objects may be kept on or in the immediate vicinity of the device
- Do not charge electrical appliances, electric bicycles or other electric mobility devices and their batteries near flammable materials, such as on a bed, sofa, or near curtains and other textiles. The appliances must be monitored while they are charging

Prevent water damage caused by leakage

- Take care of adequate heating of the building during the cold season
- Empty the HPVAC pipework of water if the building is left without heating during the cold season
- Connect the washing machine outlet hose to the sewage system. Turn off the machine's shut-off valve when the machine is not in use
- Place a container under a dishwasher and refrigerating appliances
- Stored goods susceptible to damp and water damage must be placed at a minimum height of 10 cm from the floor level

Prevent theft and burglary

- Lock property stored in common premises
- Do not leave or hide keys near the residence or the storage facilities
- Only keep valuable property in a hotel room or cabin if separately locked away
- Do not leave valuable property unattended in a public place or in a vehicle without surveillance even if the vehicle is locked
- Bicycles and electric mobility devices must be kept under surveillance or locked

You can find all the safety precautions that apply to your insurance in the insurance terms and conditions.

Exclusions

Not all losses are compensated. For example, no compensation is paid for loss or damage caused deliberately or for foreseeable loss or damage. Gross negligence and the contribution of alcohol or other intoxicant to the occurrence of loss or damage, as well as any neglect or error in making an insurance contract, keeping it valid, preventing loss or making a claim may lead to the refusal or reduction of compensation.

The insurance does not cover loss or damage caused by, for example:

- A defect in design, installation, handling, usage or workmanship
- A structural or manufacturing defect or defective materials
- Defective foundations or construction
- Thaw water or rain water that has penetrated a structure such as the foundation, exterior wall or roof from the outside
- Water that has entered the structures through a point which connects a floor drain and an extension ring, or water entering the structures through a point which connects them to a floor drain, an extension ring or other structures
- Rusting, corrosion, decay or other process that develops slowly

- Odour. The insurance also does not cover odour removal costs
- A pet by biting, scratching, urinating, defecating, vomiting, eating or staining
- The disappearance or mislaying of property
- The breaking of a piece of sports equipment during sports or exercise
- The breaking or loss of a remote-controlled model aircraft, drone or comparable, including their accessories and equipment connected to them, during flying
- Normal scratching
- Housing company's obligation to assume responsibility for property whose maintenance is the flat owner's responsibility

You can find all the exclusions applied to your insurance in the insurance terms and conditions.

Calculation of the insurance premium

The aim of pricing is to ensure that the insurance premium corresponds to the risk of each insured person at any given time. Consequently, insurance premiums are distributed fairly between all insured persons. Factors affecting the premium include the time of granting the insurance, the policyholder's age and place of residence, the sum insured, the amount of deductible, insurance and claims history, the scope of cover and whether the policyholder is a member of If's customer benefit program.

Factors affecting the premium will vary from one insurance cover to the next. Factors affecting the premium of a home insurance include the properties and the purpose of use of your home.

Insurance is a contract

Insurance is based on an insurance contract. The contract determines the scope of cover and the amount of deductible.

Paying the Premium

The insurance remains valid if the insurance premium is paid no later than the date due. If the insurance premium has not been paid, If will terminate the insurance, effective at the earliest 14 days from the date of dispatch of the notice of termination.

With e-invoicing, you can pay for your policy in 1, 2, 4 or 12 instalments without additional costs. Alternatively, you can receive a paper invoice by mail or a free invoice on your My Pages. If you want to pay your bill in more than one instalment, we charge 2.90 euros for each paper invoice. For further information, please visit if.fi/elasku.

Changes to and expiry of the insurance contract

Home Insurance is a continuous insurance policy that is valid for an agreed insurance period at a time. Any changes in the insured interest must be reported to our company.

The insurance company may amend the insurance terms and conditions and adjust premiums at the turn of the insurance period as provided in the terms and conditions. The insurance company may also make amendments to the insurance terms and conditions that do not affect the essential content of your insurance. We notify you of any amendments in advance.

Your insurance can expire:

- At a previously agreed date
- If you notify our company of termination in writing
- Upon the insurance company's decision during the insurance period if the insurance premium has not been paid
- Upon the insurance company's decision in other circumstances specified in the insurance terms and conditions and legislation

If's customer benefit program rewards and serves

You will receive discounts on your insurance premiums every year

You can qualify for If's customer benefit program by taking out a single insurance policy. Take full advantage of our excellent customer benefits.

The benefits grow with your customer relationship. You will receive benefits and savings by merely taking out Home Insurance for your home or a Casco Insurance for a passenger car or a van, if you agree to receive your insurance mail electronically on If's My Pages. This will provide you with smooth services and help save nature and your own time.

- At the first level of the benefit program, you get a 10% 'sdiscount on nearly all of your insurance policies
- Home and Casco insurance put you on the second level, where you get a discount of 15%
- You qualify for the third level when you have home, Casco and personal insurance with If. At the third level, you can have a Personal Service Adviser if you wish, who will take care of your insurance matters and help you keep your insurance cover up to date

- If's customer benefit program
- Benefits for members of organisations
- Benefits for young people
- Experiences of If

Information on the insurer

Insurer

If P&C Insurance Company Ltd (publ)

Branch in Finland

Registered domicile Stockholm

Business ID 1602149-8

Keilasatama 2

FI-02150 Espoo

Finland

Tel. +358 10 19 15 15 (switchboard)

If Customer Service, tel. +358 10 19 19 19

If Skadeförsäkring AB (publ)

10680 Tukholma Ruotsi

Org. nr. 516401-8102

The insurer or its agent do not make personal recommendations about insurance products as specified in the Insurance Contracts Act.

Customer protection

If you, as a policyholder or claimant, are not satisfied with the decision of the insurance company, If Customer Ombud will consider your case. Submit information concerning the case by email to asiakasvaltuutettu@if.fi or by post to If Customer Ombud, P.O. Box 2018, FI-20025 IF, Finland, within six months of the decision.

Recommended settlements of cases concerning the conduct of insurers and insurance agents are given by the Finnish Financial Ombudsman Bureau (fine.fi), the Consumer Disputes Board (kuluttajariita.fi) or, with respect to claims under the Motor Liability Insurance Act, the Traffic the Traffic Accident and Patient Injury Board (liipo.fi). The case may also be submitted to a court of law by taking legal action in a district court.

More information and a contact form for the If Customer Ombud is available at if.fi/muutoksenhaku (in Finnish)

Processing of personal data

We process our customers' personal data in compliance with insurance and data protection legislation valid at any given time and also otherwise ensure the realisation of our customers' privacy protection in the processing of personal data. We process our customers' personal data to handle their insurance matters at various stages of the insurance life cycle, for example, when making the insurance contract, during the insurance period and during claims handling. We acquire information from the customer, from parties authorised by the customer, from public registers maintained by various authorities and from the credit information register. We also use our customer register to target marketing to our customers.

We do not disclose customer data to third parties without the customer's consent, unless said disclosure is based on law. We record insurance and claims telephone services calls to ensure the content of discussions conducted with the customer, for example, when making an insurance contract or providing advice on claims issues. We also use call recordings to improve the quality of our services. More information on the processing of personal data is available at: if.fi/handling-of-personal-data.