

The overall luggage insurance cover consists of the Policy Document, these Terms and Conditions and the General Terms and Conditions.

Key concepts used in the terms and conditions.....	1
1 The insured persons and validity of the insurance.....	2
2 Luggage.....	2
3 Insurance covers.....	2
<b>3.1 Cover for a Sudden and Unforeseen Event.....</b>	<b>2</b>
<b>3.2 Fire cover.....</b>	<b>2</b>
<b>3.3 Cover against natural forces.....</b>	<b>2</b>
<b>3.4 Theft and malicious damage cover.....</b>	<b>2</b>
<b>3.5 Leakage cover.....</b>	<b>2</b>
<b>3.6 Electrical appliance cover.....</b>	<b>2</b>
4 General exclusions.....	2
5 Precautions.....	2
<b>5.1 Safe use and careful storage of property.....</b>	<b>3</b>
<b>5.2 Fire safety.....</b>	<b>3</b>
<b>5.3 Prevention of loss during transit.....</b>	<b>3</b>
6 Compensation.....	3
<b>6.1 Grounds for compensation.....</b>	<b>3</b>
<b>6.1.1 Direct property damage.....</b>	<b>3</b>
<b>6.1.2 Exclusions.....</b>	<b>3</b>
<b>6.1.3 Other loss or damage.....</b>	<b>3</b>

<b>6.1.3.1 Not being able to use luggage.....</b>	<b>3</b>
<b>6.1.3.2 Luggage transportation costs.....</b>	<b>3</b>
<b>6.2 Assessment of property and amount of loss.....</b>	<b>3</b>
<b>6.2.1 Movable property.....</b>	<b>3</b>
<b>6.2.1.1 Assessment of property with regard to movable property.....</b>	<b>3</b>
<b>6.2.1.2 Determination of amount of loss with regard to movable property.....</b>	<b>3</b>
<b>6.2.1.3 Determination of amount of loss with regard to specific objects.....</b>	<b>3</b>
<b>6.2.2 Other property.....</b>	<b>4</b>
<b>6.2.2.1 Rented or borrowed property.....</b>	<b>4</b>
<b>6.3 Methods of compensation.....</b>	<b>4</b>
<b>6.4 Deductible and other deductions.....</b>	<b>5</b>
<b>6.4.1 Deductible.....</b>	<b>5</b>
<b>6.4.2 Impact of individual acts.....</b>	<b>5</b>
<b>6.4.3 Impact of laws regulating taxation.....</b>	<b>5</b>
<b>6.4.4 Order of calculating deductions.....</b>	<b>5</b>
<b>6.5 Premium and Index Adjustments.....</b>	<b>5</b>
<b>6.5.1 Calculating the insurance premium.....</b>	<b>5</b>
<b>6.5.2 Index adjustments.....</b>	<b>5</b>

Key concepts used in the terms and conditions

Journey

Travel refers to travel to a destination outside the Insured Person's daily sphere of activities which comprises travelling to the destination, the so-journ there and return (such as holidays). Travel does not refer to ordinary travelling related to running errands, hobbies, visiting friends or family, or travel to one's own holiday home or place of work/study.

Insurance up to the maximum amount of compensation

Luggage is insured up to the maximum amount of compensation. Even in this case, the amount of loss or damage is determined in accordance with these Insurance Terms and Conditions, but the compensation paid is, at most, the maximum amount of compensation selected for the Insured Interest and entered in the Policy Document. The Insurance Company will pay compensation for loss or damage up to the agreed maximum amount without investigating whether the maximum amount is sufficient to cover the price of the entire Insured Interest (the maximum amount or first loss rule).

Current price of movable property

The value of property is reduced by its age, use, negligence in servicing or maintenance or decreased usability. The current price of property refers to the amount of money remaining from the replacement price after making special deductions. The current price of movable property is the price of a used object.

Replacement price of movable property

The replacement price of movable property refers to the amount of money required for the purchasing of similar new property or equivalent property.

Residual price

Residual price refers to the price of the property immediately after the occurrence of loss, assessed on the same grounds as immediately beforehand.

Collection

Collection refers to a group of items collected according to a system, the price of which is higher as a collection than the total price of the individual items. Typical collections include e.g. stamp and coin collections. A collection need not be complete. However, a set of antique furniture, compact discs or miscellaneous, ordinary pictures or books are not considered a collection.

Actuator

Actuator refers to an appliance permanently connected to the water supply system, such as a dishwasher or a washing machine.

Market price

Market price is the cash price which could have been obtained for the object in Finland if sold in an appropriate manner at the time of the loss.

Deductible

The deductible is the amount of money entered in the Policy Document or in the Terms and Conditions of the Insurance, which is deducted from the amount of loss covered in each case of loss.

Sports equipment and supplies

Sports equipment and supplies refers to items used in sports activities, such as skiing and downhill skiing equipment, golf equipment, racquet sports equipment, bicycles, riding equipment and diving equipment.

Electronic mobility devices

Electronic mobility devices refer to electrically operated mobility devices that assist or replace walking, such as electronic balance boards and scooters, self-balancing unicycles, electric mobility scooters and light electrically assisted bicycles that do not require motor third party liability insurance due to their power or speed. Vehicles subject to motor third party liability insurance are not covered under Luggage Insurance.

Electrical appliances

Electrical appliances included in the movable property refer to movable appliances connected to the electrical mains network and run by electricity.

Insured event

The insured event refers to an incident which, according to the insurance contract, falls within the scope of this Insurance and takes place during a valid insurance period.

Sudden and unforeseeable loss or damage

Sudden and unforeseeable loss or damage refers to loss or damage which occurs suddenly, without forewarning and which could not be avoided through normal care and anticipation. The unforeseeable nature of a loss is objectively evaluated based on general experiences, the exceptional nature of the event and the claimant's actions. Compensability is determined on the basis of the cause of the loss or damage, not the consequences.

## 1 The insured persons and validity of the insurance

The Insurance covers the Policyholder and any persons living permanently in the Policyholder's household. A person is regarded as living permanently at the address at which he or she mainly lives for work, study or some other purpose. As a general rule, the address entered in the register of the population register authority is considered as the Insured Person's place of residence.

Children under the age of 20 travelling with their parents are insured under the cover of their parents, even if they do not live at the same address with the parent. Grandchildren under the age of 20 travelling with their grandparents are insured under the cover of their grandparents. Accompanying children and grandchildren must have the same outward and homeward journey and same destination as their parents and grandparents.

Continuous travel insurance is valid on journeys lasting up to 45 consecutive days anywhere in the world. The Insurance is valid in Finland only if the Insured Person's permanent place of residence is not in Finland.

Fixed-term insurance is valid at the destination stated in the Policy Document for the selected period.

## 2 Luggage

The Insured Interest comprises luggage owned by the Insured Person up to the amount of compensation per occurrence of loss or damage stated in the Policy Document.

Luggage refers to ordinary items intended for daily or leisure time use in the household which are carried along on a journey. The Insurance also covers such rented or borrowed property which, if owned by the Insured Person, would belong to his/her insured luggage.

The following table shows the maximum amounts of compensation for certain individual items or item and property groups included in the Insured Interest. If the maximum amount of compensation selected for the luggage is lower than the specified maximum amount, the compensation paid is, at most, the maximum amount of compensation selected for the Insured Interest and entered in the Policy Document.

Insured movable property	
Insured Interest	Maximum amount of compensation, EUR
Individual item or collection	5,000
Works of art, jewellery or valuables worth up to EUR 5,000, in total	20,000
Bicycle and its accessories	2,500
Luggage stored permanently or temporarily in a motor vehicle, trailer, caravan or boat in the case of loss or damage caused by theft or malicious damage	3,500
Tools, implements and equipment used in gainful employment, in total	2,000
Money and securities	100

## Exclusions

The Insured Interest does not comprise the following, unless these are insured separately and specified in the Policy Document:

- 1) animals
- 2) motor vehicles, trailers, caravans, other motorised means of transport, and their parts and accessories
- 3) outboard motors, boats, and their parts and accessories
- 4) equipment driven by means of a combustion engine
- 5) property owned by a company.

The Insured Interest does not comprise

- 1) data, files and software included in data carriers
- 2) manuscripts, research papers, theses and other similar documents.

## 3 Insurance covers

### 3.1 Cover for a Sudden and Unforeseen Event

The Insurance covers sudden and unforeseen direct property damage caused by a sudden and unforeseeable event.

This Insurance does not cover an insured event that, according to these Insurance Terms and Conditions, could be covered by some other cover.

### 3.2 Fire cover

The Insurance covers sudden and unforeseen direct property damage caused by

- fire, soot, smoke or flue gas
- an explosion
- lightning striking the insured property and resulting in mechanical damage.

### 3.3 Cover against natural forces

The Insurance covers sudden and unforeseen direct property damage caused by storm or hail.

### 3.4 Theft and malicious damage cover

The Insurance covers sudden and unforeseen direct property damage caused by

- theft or attempted theft
- malicious damage, i.e. damage intentionally caused by an outsider
- burglary, which means the act of breaking into a locked building, space or other store, the structure and strength of which is sufficient to protect the property
- robbery, which means the felonious removal or attempted felonious removal of personal property by the use of violence or intimidation.

### 3.5 Leakage cover

The Insurance covers direct property damage arising from leakage caused by a sudden and unforeseen breakage in HPVAC equipment, pipework or actuators connected with them.

### 3.6 Electrical appliance cover

The Insurance covers direct electrical appliance breakages caused by a sudden and unforeseen electrical phenomenon (short circuit, earthing fault or overvoltage).

## 4 General exclusions

The Insurance does not cover damage caused

- 1) to the property or object
  - by a defect in handling, usage or workmanship
  - by a structural or manufacturing defect or defective materials
  - by parts or materials used in repairing the object that are unsuitable or of obviously poor quality
- 2) as a result of a long-term process developing slowly into loss or damage, e.g.
  - corrosion or deterioration
  - fungal growth, mould or decay
  - wear, material fatigue, condensation, or other, similar gradually occurring phenomenon
- 3) by the expansion or contraction of materials as a result of temperature changes
- 4) odour
- 5) by frost, ice, freezing, drought, heat, humidity, snow or rain
- 6) by flood, waves or movement of ice caused by natural phenomenon
- 7) by insects or vermin, excluding the cleaning of luggage taken on the journey when required due to bedbugs
- 8) by the disappearance or mislaying of property
- 9) by the breaking or loss of a piece of sports equipment during exercise
- 10) by the breaking or loss of a remote-controlled model aircraft, drone or comparable, including their accessories and equipment connected to them, during flying
- 11) by normal scratching or damage
- 12) by a computer virus or malware
- 13) by fraud, embezzlement, or comparable dishonest means, or breach of contract, or the gross negligence or carelessness of a tenant
- 14) by the growing of narcotic plants or to equipment and implements used therein
- 15) by a cause which is compensable on the basis of a special Act, guarantee, obligation, or other insurance, or from public funds.

The Insurance does not cover

- 16) loss or damage caused by a pet by biting, scratching, urinating, defecating, vomiting or staining
- 17) to drawings and documents, unless these are replaced
- 18) pure financial loss
- 19) loss or damage whose time and place cannot be determined; e.g. loss as a result of theft when the time, place and circumstances of the event cannot be precisely defined

## 5 Precautions

The precautions include the most common safety measures, with the purpose of preventing loss or damage or reducing its extent.

The Policyholder, the Insured and any person comparable to these must observe the precautions. Negligence in heeding the precautions may cause the compensation to be reduced or completely denied in accordance with clause 5 of the General Terms and Conditions.

The Policyholder, the Insured Person and any person comparable to the Insured Person must ensure that the item is not used contrary to the user

manual or service and installation instructions given by the manufacturer, importer or seller, and that the item is not overburdened.  
In the precautions, surveillance means continuous supervision.

#### 5.1 Safe use and careful storage of property

- 1) Windows, doors and other entrances of the Insured Interest's storage facilities must be locked. The property must be separately locked if it is stored in so-called common premises, to which, for instance, the residents of the building have access.
- 2) Jewellery or other valuable objects or objects exposed to theft must not be left in a hotel room, cabin or other such premises, unless separately locked away.
- 3) Keys must not be left or hidden near the residence or the storage facilities. No name or address should be attached to keys, since it may reveal the location of the property. The lock must be immediately changed or rekeyed, if a key has fallen into the wrong hands. In order to prevent theft, keys must not be kept in a visible or unlocked place where an outsider can expect or assume keys to be kept.
- 4) Property kept outdoors or carried must be kept under surveillance in order to avoid theft. When carried property has to be left without the Insured Person's surveillance, it must be locked or left in a locked storage place. Valuable property or property exposed to theft such as cameras, telephones, tablets, computers and valuables must not be left in a motor vehicle, trailer, boat, caravan or tent without surveillance even if the said place of storage was locked.
- 5) Bicycles must be kept under surveillance or locked.
- 6) Personal identification numbers for bank or credit cards must not be kept close to the card.
- 7) Drinks must be kept at such a distance from a computer that if they are spilled, they cannot harm the computer.
- 8) When a firearm is not in use, it must be stored in a secure safe cabinet, other locked place, otherwise locked, or so that a component belonging to the firearm is stored separate from the firearm in accordance with the Firearms Act (9 January 1998/1).
- 9) Stored goods susceptible to damp and water damage must be placed at a minimum height of 10 cm from the floor level.

#### 5.2 Fire safety

- 1) The Policyholder must observe fire safety rules and regulations given by authorities.
- 2) In the use and storage of inflammable liquids and liquid gas, the amounts specified in the stipulations and permits relating to burning liquids must not be exceeded (Decree on the Handling and Storing of Dangerous Chemicals, 20 December 2012/856). Liquid gas must not be kept in the basement.
- 3) Faulty electrical appliances and installations must be repaired without delay. Their use is forbidden before they are repaired.
- 4) 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.
- 5) Fireplaces, open fire and candles must be continuously supervised. Outdoor candles may be burned on a fireproof surface only.
- 6) Drying clothes over a sauna oven or in its close vicinity is forbidden.
- 7) The stove and oven should be operated under supervision, and no flammable objects may be kept on or in the immediate vicinity of the stove. Make sure they are switched off before you leave the dwelling.
- 8) Movable halogen lights must only be used under supervision. Any flammable materials must be removed from the immediate vicinity of a halogen light. Halogen lights must be switched off whenever the room is unattended.

#### 5.3 Prevention of loss during transit

- 1) Property in transit must be packed in an appropriate manner, so that it withstands ordinary stresses of weather and transportation. Easily breakable objects and jewellery, valuables and other objects exposed to theft must be transported as hand luggage in public means of transport.
- 2) Liquids as well as corrosive and staining items must be transported separately and packed using sufficient protection so as not to harm other goods.

### 6 Compensation

#### 6.1 Grounds for compensation

The insured property and the selected cover are specified in the Policy Document.

##### 6.1.1 Direct property damage

The Insurance covers direct material damage to the Insured Interest during the insurance validity period caused by a sudden and unforeseen event in accordance with the level specified in the Policy Document. The basis of compensation is the loss incurred in connection with the property damage, which means that the compensation for used property is not always the same as the value of new property.

In addition to direct property damage, this Insurance covers reasonable costs arising from the prevention of loss or damage or reduction of its extent in connection with the property damage.

The costs arising from rekeying or changing the lock are compensated as loss prevention expenses only if the key has fallen into the wrong hands through theft, robbery or burglary and there is reason to assume that this poses an essentially increased risk.

#### 6.1.2 Exclusions

The Insurance does not cover

- 1) the decrease in value of the property, or the loss or weakening of guarantee or other additional benefit received in the context of the purchase, due to the occurrence of loss or damage or the repair work carried out due to it
- 2) the reduction or loss of the sentimental value of the property
- 3) expenses or costs related to the claims settlement process or expenses indirectly connected with the loss or damage, such as telephone and travelling costs, loss of income or other comparable costs.
- 4) service and maintenance costs
- 5) costs arising from an exceptional manner of transportation or repair of the object, materials or parts, such as working overtime or on holidays to save time
- 6) repair costs insofar they exceed the price of the property before the occurrence of loss
- 7) wear caused by normal use of the object in connection with the occurrence of loss or damage.

#### 6.1.3 Other loss or damage

##### 6.1.3.1 Not being able to use luggage

Costs arising from the acquisition of necessities are covered if luggage duly checked in for transport is delayed for at least 6 hours from the time the Insured Person arrived at the destination. However, costs arising from the acquisition of necessities are not covered in the case of return journeys.

Additional costs due to not being able to use luggage are compensated up to EUR 80 per traveller for each commencing 24-hour period, the maximum being EUR 320 per traveller. The expenses are compensated against specified receipts.

In cases of theft, burglary or robbery occurring outside Finland, additional and reasonable travel, telephone and accommodation costs arising from the acquisition of a passport or visa necessary for a return journey are compensated. However, this Insurance does not cover meal costs.

Costs for the cleaning of luggage taken on the journey is compensated up to EUR 100 per traveller, when required due to bedbugs.

##### 6.1.3.2 Luggage transportation costs

Reasonable expenses for the transportation of luggage to the destination or back home are covered in cases of loss or damage to any insured motor vehicle used for transporting the said luggage.

#### 6.2 Assessment of property and amount of loss

##### 6.2.1 Movable property

6.2.1.1 Assessment of property with regard to movable property  
Movable property is assessed on the basis of the replacement price of new property with equivalent qualities and usability. The replacement price is the price for which a movable piece of property as closely resembling as possible the lost one can be acquired, if such acquisition is possible.

6.2.1.2 Determination of amount of loss with regard to movable property  
As regards movable property newer than five (5) years, the amount of loss is calculated on the basis of the replacement price of an equivalent piece of property. However, for the items and groups of items listed below, the amount of loss or damage is always calculated according to the table. As regards other property older than five (5) years, the amount of loss is calculated on the basis of its current price, which refers to the price of used property. The value of property is reduced by its age, use, negligence in servicing or maintenance and other relevant factors.

The amount of loss or damage to works of art, jewellery and other valuables is always calculated on the basis of their market price.

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.

The maximum compensation paid for repair expenses is the amount of loss calculated according to the above procedures.

##### 6.2.1.3 Determination of amount of loss with regard to specific objects

When compensating property listed below, the replacement value is reduced by annual deductions based on age.

- Consumer electronics and other electronic appliances  
optical instruments and their accessories (excluding  
binoculars and telescopes) 9%
- Smartwatches and similar 9%
- Bicycles and electronic mobility devices and their accessories  
9%
- Household appliances 9%
- Other machinery and equipment 5%
- Laptops,  
tablets and similar 20%
- Other computer hardware 15%
- Spectacles and prescription sunglasses 15%
- Sports gear and equipment 15%
- Clothing and footwear; prams and strollers 15%
- Mobile phones and comparable 25%
- Property used for gainful employment or entrepreneurship 15%  
(if the above-mentioned age deduction percentage of the coverable  
item is not higher)

Compensation for jewellery and watches is 60 per cent of their market price, if the Insured does not acquire equivalent items within six months of the occurrence of the insured event.

The deduction is made from the replacement price of an equivalent item. With respect to the replacement price of a single part of an item or equipment, the age deduction is calculated on the basis of the age of the entire equipment or item, even if the single part is newer. No deduction is made for the year the property was placed in service. In the calculation of the age deduction, the year when the item was taken into use is regarded as the first year of commissioning. The first year of commissioning ends at the end of the calendar year, regardless of the date during the year when the item was taken into use. An age deduction is also made for the year during which the loss or damage occurred. The deduction is calculated as follows: years x deduction percentage based on age.

The price of the aforementioned items is always at least 10 per cent of the replacement price of an equivalent item, except for the following groups of items: laptops, tablets and similar, other computer hardware, spectacles, clothing and footwear, as well as mobile phones and similar devices. The price of a bicycle is always at least 28 per cent of the replacement price of an equivalent item. The maximum compensation for an item purchased second-hand is the price of an equivalent, used item at the time of the loss or damage.

The deduction is not made from repair costs based on an invoice. The maximum compensation paid for repair expenses is the amount of loss, less the deductible.

#### 6.2.2 Other property

##### 6.2.2.1 Rented or borrowed property

The price of rented or borrowed property and the amount of loss are calculated according to the same principles as for movable property which, if owned by the Insured Person, would belong to his/her insured movable property.

#### 6.3 Methods of compensation

The Insurance Company compensates property damage at its discretion in one of the following ways.

Property damage is compensated primarily by paying the repair costs. Repair refers to the restoration of the property to a state equivalent to what it was before the occurrence of loss. The Insurance Company is entitled to designate the repairer and repair method for the damaged property.

The repair costs are paid on the basis of the price at which the Insurance Company would have been able to repair the property. The maximum compensation paid for repair costs is the price of the property before the occurrence of loss. If the property is not repaired, even if this were possible, an amount corresponding to the estimated repair costs is paid as compensation, but only up to the price of the property before the occurrence of loss.

If the property cannot be repaired, or it has been lost and not recovered, the maximum compensation paid is the replacement price of the property immediately before the occurrence of loss, after the deduction of the residual price of the property, a deduction based on the age of the property and the deductible.

Alternatively, the Insurance Company may compensate property damage by acquiring an equivalent piece of property intended for the same use as replacement, or pay a compensation equivalent to the price at which it could have replaced the property with equivalent property (such as a replacement device for a mobile device). Deductions based on the age of the property and the deductible are deducted from the acquisition price.

The damaged movable property becomes the Insurance Company's property.

If lost property is recovered after compensation has been paid, the recipient of the compensation must hand over the property to the Insurance Company or return the compensation paid for the property without delay.

#### 6.4 Deductible and other deductions

##### 6.4.1 Deductible

The amount of compensation is reduced by a deductible. The amount of the deductible is defined in accordance with the Policy Document and these Terms and Conditions.

If several insured objects are compensated on the basis of the same insured event and there are different deductibles, only the highest of these is subtracted.

No deductible is deducted

- from costs arising from the prevention of loss or reduction of its extent
- if the Insured Interest is protected by an alarm device of the Insurance Company and this device and its functioning has prevented the occurrence of loss or restricted the amount of loss
- from the compensation for costs specified in Clauses 6.1.3.2. and 6.1.3.3.

##### 6.4.2 Impact of individual acts

The Insurance Company may reduce or completely refuse compensation to the Insured Person and any person comparable to the Insured Person who has:

- 1) caused the loss or damage intentionally or through gross negligence. This also applies where the Insured Person's use of alcohol or intoxicants has contributed to the loss or damage (General Terms and Conditions, Clause 6.1).
- 2) neglected to observe the precautions applying to the Insurance (Clause 5 and General Terms and Conditions, Clause 5.1.1)
- 3) neglected measures to prevent loss or reduce its extent (General Terms and Conditions, Clause 5.2.1).

Persons comparable to the Insured Person are specified in Clause 7 of the General Terms and Conditions.

##### 6.4.3 Impact of laws regulating taxation

The laws regulating taxation are taken into account in the calculation of compensation.

##### 6.4.4 Order of calculating deductions

Deductibles and other deductions are made from the amount of loss covered, in the form of consecutive deductions in the following order:

- 1) the amount of possible tax
- 2) deduction based on the useful life of property (age deduction)
- 3) deductible
- 4) any deductions based on a person's behaviour.

#### 6.5 Premium and Index Adjustments

##### 6.5.1 Calculating the insurance premium

Premiums for home insurance shall be calculated according to the personal qualities of the Policyholder, his/her family members, the Insured, or the possessor of the Insured Interest. Such qualities shall include age, place of residence and living environment, as well as the insurance and claims history, the properties and the purpose of use of the insured interest specified in the Policy Document, the scope of cover, and the amount of the deductible. The factors affecting the premium will vary in accordance with the Insured Interest.

The insurance company is entitled to adjust the premium at the turn of the insurance period on the basis of a change in the age of the insured interest, the Policyholder, his/her family members, the Insured or the possessor of the insured interest. In such a case, the premium is adjusted in accordance with the change in the statistical risk of loss or damage that corresponds to the change in age.

When the effect of age on the risk of loss or damage changes, the insurance premium can be adjusted to better correspond to the risk.

The other cases in which the insurance company is entitled to adjust the premium are stated in the General Terms and Conditions.

##### 6.5.2 Index adjustments

The maximum amounts of compensation, deductibles and insurance premiums will be adjusted annually, according to an index, at the turn of the insurance period. The index of the previous September is used as the adjustment index.

With respect to building projects, the construction cost index is applied, and with respect to other interests, the cost-of-living index.