

American Express Home *Plus* Insurance Plan

Frequently Asked Questions (FAQ)

Building Insurance versus Home Insurance

1. Landlords are commonly required by the mortgage bank to insure the building structure. During the purchase of home insurance, can I choose to buy optional coverage of accidental damage to building structure in order to fulfill bank's requirement?

Since the requirements on landlord's building structure insurance policy vary among different mortgage banks, you are recommended to purchase a building structure insurance separately.

Who Shall Buy Home Insurance?

2. Is it required for the policyholder of home insurance to be the landlord?

All householders (either owner, occupiers or tenants) can buy home insurances. American Express Home *Plus* Insurance Plan provides protection to the householders and its household members on legal liability, home contents, etc.

Village House and Aged Building

3. Can village houses or properties in aged buildings be insured? Would the premium be exceptionally expensive?

Not only can purchase American Express Home *Plus* Insurance Plan for the village houses or properties in aged buildings, but you can also get instant quotation online. Please note that adjusted premium and/or deductible may be applied subject to different circumstances, kindly take note of the details during enrolment.

Gross Floor Area versus Saleable Floor Area

4. There are two floor area types: Gross floor area and Saleable floor area. Which should be referred to for buying home insurance?

The floor area of flat is used for premium calculation. You can take reference of the premium table, so as to choose the most appropriate floor area type to enroll.

Water Seepage

5. Are damages to home contents as a result of water seepage through the window frame in rainy day covered?

American Express Home *Plus* Insurance Plan covers damages caused by accidental water seepage to home contents. However, this will depend on the circumstances of each case, as well as the terms of the policy.

Water Seepage (continued)

6. Is the damage as a result of water pipe burst covered?

In general, losses of home contents and third-party legal liabilities caused by water pipe bursts are covered. However, this will depend on the circumstances of each case, as well as the terms of the policy.

Top-up Extension

7. The costs of fine art collections (like famous painting and furnishings) at home exceed the amount of coverage in the standard plan, what can I do?

You can add additional coverage of "Personal Fine Art Collection" in American Express Home *Plus* Insurance Plan.

Extra Benefit

8. Is accidental damage to home content placed on terrace or roof or in the garden covered?

Yes, American Express Home *Plus* Insurance Plan covers outdoor home contents, subject to the respective limits and the maximum benefit payable.

9. Is accidental damage of mobile phone/table/laptop computer covered if the damage occurs outside my home?

Regardless of the geographic location where your mobile phone/tablet/laptop computer is accidentally damaged, American Express Home *Plus* Insurance Plan will provide repair cost reimbursement if the device is repaired in one of the authorized repair centers of the respective manufacturer in Hong Kong.

Incident Response

10. What should I do if my home is flooded caused by burst of a water pipe?

First, you should inform the property management office of the building to deal with the incident as soon as possible and try to minimize the loss. You can take photos and keep the damaged items. Then inform Zurich Insurance Company Ltd (a company incorporated in Switzerland with limited liability) at the soonest to file a claim.

This FAQ is provided for reference only and does not constitute any part of the insurance contract. For full terms and conditions and exclusions, please refer to the policy document itself which shall prevail in case of inconsistency. In the event of any discrepancy between the English and Chinese versions, the English version shall prevail. Zurich Insurance Company Ltd (a company incorporated in Switzerland with limited liability) reserves the right of final approval and decision on all matters.