



# Home insurance

**PRODUCT DESCRIPTION**  
Valid as of 1 January 2026

 **LOCALTAPIOLA**

## **LocalTapiola – putting your finances, health and security first**

For many of us, a secure life for our loved ones is a priority. Feeling secure gives you the confidence to live more and to the fullest. We are a customer-owned lifelong security company. It means that we put our customers' and their loved ones' security, finances and health first.

### **Omaetu rewards**

We reward you based on how much you concentrate your purchases with LocalTapiola. Enjoy up to a 17% discount on your premiums. [lahitapiola.fi/omaetu](http://lahitapiola.fi/omaetu)

### **S Group Bonus**

Get S Group Bonus on most of our life and non-life insurance products. Your bonus may be up to 5%. [lahitapiola.fi/bonus](http://lahitapiola.fi/bonus)

### **Be a LocalTapiola owner-customer – enjoy benefits and contribute**

Mutual companies are special, because it's the policyholders who own them. As an owner-customer, you benefit from our results and can contribute to how we do business.

### **Insurance information in our online service**

Find all information on your insurance contract and the related terms and conditions in our online service. The service also allows you to update your policies whenever need be.

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## Home insurance

LocalTapiola's home insurance covers your home against many types of losses. Home insurance guarantees that you can lead a worry-free life even after something happens.

Select the level of your home insurance from amongst four options: Premium, Basic, or Limited. To get the best possible cover for your property, extend your Premium home insurance policy with the Premium Plus movable property add-on. When insuring your home with LocalTapiola, your contract also includes liability insurance and legal expenses insurance. For any travel outside Finland, it's a good idea to complement your policy with our Luggage Cover for international travel.

This product description tells you more about the key content of, and the essential exclusions to, our insurances. For the detailed information on your home insurance policy, see the insurance policy and the insurance terms and conditions, under which we cover any losses which occur.

## The right insurance for your home

Home insurance provides cover to your entire household. Home insurance protects you and all family members living with you in the same household and at the same address on a permanent basis.

Take out a home insurance policy to get your home and the related movable property covered against damage. You also need insurance for any holiday home or a second home for work, and in shared or communal accommodation every dweller needs their own home insurance policy. This is why it's a good idea to check, at regular intervals, that the insurance cover you have is the right one for your life situation.

### Where is my home insurance valid?

Movable property insurance is valid:

- at the place of insurance, which is the address shown in your insurance policy – this is your home or holiday home;
- outside the place of insurance in Finland for a maximum of 12 months up to €10,000. Separate insurance must be arranged for all movable property stored on a permanent basis outside the place of insurance.
- in your dwelling-related loft, cellar or storage facilities, and in the sports and leisure equipment storerooms which are in shared use, when you keep your household items there;
- in a car, trailer, tent and boat subject to the qualifications set out in the terms and conditions;
- abroad, if you have tailored your home insurance policy with our 'Luggage Cover for international travel' add-on. In all other cases, your home insurance cover is not in force outside Finland.
- during a move, when you move from your permanent home to another permanent home in Finland.

Buildings insurance is valid at the place of insurance.



**Place of insurance** means the address shown in your insurance policy where your property is kept.

Liability insurance is valid in Finland. Abroad it is valid for a maximum of 12 months from the commencement of travel.

Legal expenses insurance is valid in Finland and the other Nordic countries.

### Residents of apartment buildings and terraced houses – insure your home contents

We encourage that you take out home insurance on your movable property against various types of damage. If you live in an apartment building or a terraced house, you need insurance for your home contents and the permanent fixtures of the dwelling, whether you rent or own your home. Your housing company will take care of insuring the building.



**Permanent fixtures and parts** mean the following items falling within a shareholder's maintenance responsibility under the Limited Liability Housing Companies Act:

- permanently fixed machines and devices (such as kitchen stoves, kitchen hoods and sauna heaters);
- permanently fixed fixtures (such as fitted kitchen or bathroom furniture, baths);
- wall, floor and ceiling coverings (parquet flooring, tiling, wall-papers, wainscoting);
- structures (such as a partition which you have built inside your dwelling);
- interior fitting decoration work and improvements completed in your apartment which deviate from the housing company's basic level.

## In a detached house you need insurance for buildings and your movable property

If you live in a detached house, it's a good idea to get insurance cover not only on movable property but also for your house and any other buildings on the land. All nonbuilding structures of less than 15 square metres on your land are covered by this insurance up to €10,000 – there is no need to take out any specific insurance on them – while any sauna buildings must always be insured separately.

You should also arrange a home insurance policy for your cottage, villa or a similar leisure residential building and the movable property in such buildings.

When you insure a building, such as your detached house or a leisure residential building, the permanent fixtures of these buildings are covered under your policy.

In detached and semi-detached houses incorporated as limited liability housing companies, you only insure your own movable property, and the housing company takes out property insurance on your building.



Note! Do not forget to update the information on your home and let us know about any changes when moving house, expanding your building, replacing any piping, or purchasing items of high value to your home. If any information on the surface area, the sum insured or similar data are incomplete or incorrect, the compensation you get if something happens may not equal the value of your property.

## Get the right insurance for different needs

### Choose Premium for best cover

Our Premium home insurance provides comprehensive cover against breakages and other sudden and unforeseeable damage your property may suffer. Most LocalTapiola customers select our Premium option. That's what we recommend too, as breakage and accidental damage is only covered under Premium. And not just that – it also provides more cover than our other options against many types of damage. As a rule, we undertake to cover the costs of repair.

### Premium Plus – added cover for household goods

When you take out a Premium home insurance policy, choose Premium Plus for a higher level of cover for your household goods:

- For instance, under Premium Plus we cover damage to new mobile phones and computers with no age reduction applied in the first two years. With many other items such as domestic appliances and bicycles, you get the first four years with no age reduction.

When your property is old enough for age reductions to apply, they will be made as laid down in the table on page 13 as of the first year of use, in which case any reduction is calculated just like under the other cover options.

- We cover data recovery costs: search and restoration costs of files lost due to physical damage to a hard drive of (including an external hard drive connected to) a computer in private use up to €2,000.
- There's no additional deductible for the costs of temporary housing. See more on page 17.
- Permanent fixtures of an apartment are covered more extensively: the permanent fixtures of an owner-occupied apartment covered under household goods insurance also include the extensions to shareholders' or dwellers' maintenance liability which are indicated in the articles of association or decided upon at a General Meeting.

## Example

The General Meeting of a terraced housing company passes a decision that the shareholders are responsible for maintaining their boilers, which under the ordinary division of responsibilities set out in the Limited Liability Housing Companies Act would fall under the housing company's responsibility. In this case the Premium Plus cover provides indemnity against damage caused to the boiler, now under the shareholder's responsibility.

## Select Basic for your basic needs

Basic home insurance is a great choice and less costly than Premium, if you have no need for any cover against breakages, for example. Basic home insurance covers damage caused by fire, storm, lightning strike, hail and leaks as well as through theft and vandalism.

## Limited cover – when preparing for the worst is enough

Our Limited home insurance option gives you the insurance cover you need when your primary concern is to prepare for damage caused by fire. In addition, a Limited policy covers losses from storm, hail and lightning strikes. Where needed you can extend the Limited option to cover theft and vandalism. A Limited policy is great for outbuildings, summer cottages and the like where there is no risk of any leaks.

## Luggage Cover for international travel

If you ever travel outside Finland, it's a good idea to have Luggage Cover for international travel included in your policy. Luggage Cover comes only with home insurance – it is not available for separate purchase. When you're travelling internationally, it gives you and your luggage peace of mind.

On trips outside Finland, our Luggage Cover for international travel is in force for 12 months from the commencement of your travel. Luggage Cover needs to be taken out before embarking on the trip.

Luggage Cover protects the luggage you take with you on your travel against sudden and unforeseeable damage. The home insurance cover restrictions and exclusions apply to Luggage Cover.

This Cover also protects you against late delivery of luggage at a foreign travel destination, and it applies to luggage which goes missing when in a carrier's possession. It covers situations where luggage entrusted to an airline or a tour operator does not arrive in a destination of travel abroad and you need to purchase necessities, such as clothing and toiletries, to replace that luggage. If your luggage is delayed by 4 hours or more, actual purchase costs of necessities are covered up to €2,000 for any one insured event.

That's why there is no need to take out any separate luggage insurance policy when travelling internationally. However, do not forget to arrange traveller's insurance, which covers illnesses and accidents which happen while travelling.

## Liability insurance and legal expenses insurance

Your home insurance policy also gives you liability insurance and legal expenses insurance. Read more about them from page 19.

## What do we cover under home insurance?

In the table below, read about the losses which a home insurance policy covers. The insurance terms and conditions tell you more about what's covered by each Cover and what is not. Bear in mind that only sudden and unforeseeable losses are covered.

	What's covered?	Premium	Basic	Limited
<b>Premium Plus for household goods</b>	This add-on gives you: <ul style="list-style-type: none"> <li>• better age reductions than with the other home insurance options in cases when movable property suffers damage;</li> <li>• a data recovery cover, which reimburses for costs of searching for and restoring files in connection with computer damage;</li> <li>• broader cover for the permanent fixtures of your apartment.</li> </ul>	you can choose to include		
<b>Breakage and accidental damage</b>	You're covered against sudden breakage of household goods. They include mobile phones, domestic appliances, furniture, clothing and valuables.	yes		
<b>Leakage</b>	You're covered against leak damage caused by a building's permanently fixed piping, actuators, tanks, an aquarium or a garden hose. Leak damage may be caused by water, oil or some other liquid.	yes	yes	
<b>Exceptional flood</b>	You're covered against damage caused by exceptional flooding where water floods from the surface of the ground into a building and damages the building or home contents.	yes	yes	
<b>Theft, break-in, vandalism</b>	You're covered against losses caused by theft, attempted theft, robbery, break-in or vandalism.	yes	yes	you can choose to include
<b>Natural phenomenon</b>	You're covered against damage caused by hail, storm, a stroke of lightning directly to an insured object, and more.	yes	yes	you can choose to exclude
<b>Fire, soot, smoke or explosion</b>	You're covered against loss and damage caused by an outbreak of fire and by soot or smoke that appears suddenly and unforeseeably.	yes	yes	yes
<b>Costs of temporary residence</b>	You're covered for costs of temporary residence for up to a period of one year, if you need to move out of your home for the length of repairs on account of a loss covered by your insurance.	yes	yes	yes
<b>Luggage Cover for international travel</b>	An add-on which covers damage to your luggage which you take with you on international travel.	you can choose to exclude	you can choose to exclude	you can choose to exclude

If the domestic water piping of the building is more than 35 years old, and if the piping has never been replaced, a policy that includes Leakage Cover can be granted under limited terms. In that case, claims caused by the building's old domestic water piping are not accepted but leaks that are due to washing machines and other comparable actuators are, however, accepted. Leakage Cover can be granted with more extensive coverage when the domestic water pipes are replaced.

## Examples of what's covered when a building or movable property gets damaged

	Premium	Basic	Limited
Your freezer thermostat fails and frozen food melts.	Covered	Not covered	Not covered
Thunderstorm breaks a device at home, such as a television.	Covered	Not covered	Not covered
A tablet you have with you on international travel falls and gets broken.	Covered only when your policy has the 'Luggage Cover for international travel' add-on.	Covered only when your policy has the 'Luggage Cover for international travel' add-on.	Covered only when your policy has the 'Luggage Cover for international travel' add-on.
Your boiler fails.	Covered	Not covered	Not covered
Storm damages a building's siding, door, window, or outdoor furniture kept outdoors.	Covered	Covered	Covered, if Natural Phenomenon Cover not excluded.
Storm breaks the roof of a house.	Covered	Covered	Covered, if Natural Phenomenon Cover not excluded.
An apartment or a building is burgled by breaking down a door, and movable property is stolen and permanent fixtures damaged there.	Covered	Covered	Covered, if Property Crime Cover not excluded.
A locked bicycle is stolen outdoors.	Covered	Covered	Covered, if Property Crime Cover not excluded.
A car is broken into and a computer stolen from the boot.	Up to €5,000 covered	Up to €5,000 covered	Up to €5,000 covered, if Property Crime Cover not excluded.
A sudden and unforeseeable pipe leak causes damage.	Covered	Covered	Not covered
A shower of hail breaks the rooflight at your terrace.	Covered	Covered	Covered, if Natural Phenomenon Cover not excluded.
An outbreak of fire, or soot, causes damage.	Covered	Covered	Covered
A flash flood (30 mm/h or 75mm/day) or an exceptional freshwater flood causes water to flood into a building.	Covered	Covered	Not covered
An ordinary spring flood causes damage.	Not covered	Not covered	Not covered
An unknown someone spray-paints your fence and outdoor furniture.	Covered	Covered	Covered, if Property Crime Cover not excluded.
A deer breaks a window of your sauna outbuilding.	Covered	Not covered	Not covered
Rats gnaw on cottage structures and foul the place.	Not covered	Not covered	Not covered
A mouse or a rat gnaws on electric wiring and the faulty wires cause a fire, which destroys the building.	Covered	Covered	Covered

## Home insurance doesn't cover everything

Home insurance protects you against incidents which are difficult to prevent and for which it is practically impossible to prepare. These do not include the normal wear and tear of your parquet flooring, for example. That's considered neither sudden nor unforeseeable. But what may be sudden is your camera getting wet on a seaside beach with waves beating on the shore. Nevertheless this is probable and a known risk. That's why the camera getting wet and broken is not unforeseeable in this case.

The insurance terms and conditions make specific mention of incidents which are not covered by insurance. They include:

- disappearance and misplacement of property and any resulting loss and damage;
- theft, whenever the scene or time of theft cannot be determined;
- theft of an unlocked bicycle, electronic mobility equipment, boat or outboard motor;
- theft of money or other payment instruments from a car, trailer, boat or tent;
- breakage of sports and hobby equipment when used for the purposes for which they are intended;
- incidents suffered by electronic mobility equipment or remote controlled model aircraft, helicopters or similar when used for the purposes for which they are intended;
- most types of damage caused by pets or domestic animals;
- damage caused by insects, microbes, birds, lagomorphs and rodents, and their control and extermination;
- damage caused by animals to yard plants or other plants;
- gradual damage through such causes as moulding, wear and tear, or rusting;
- any damage from errors, defects or faults in design, installation, erection, use or construction;
- damage caused by frost, heat, drought, rain, the weight of ice or snow, or flooding;
- damage caused by a leak in any wall drain or floor drain, the elevation ring of a floor drain or the pipe penetrations of wet rooms, or by insufficient waterproofing;

- incidents covered by warranty, and servicing and maintenance costs under any warranty;
- losses in respect of IT or smart equipment, computer software and files caused by malware, user errors, data loss or failure;
- damage through vandalism or theft caused to a building or an apartment rented out to a third party or to any movable property kept there, except in connection with a break-in or robbery.



Note! See the insurance terms and conditions for more details on what's not covered by home insurance.

## Insuring movable property

### What's covered by movable property insurance?

Movable property home insurance protects the contents of your home and holiday home against sudden and unforeseeable losses. Home contents insurance covers objects such as the normal items, domestic appliances and devices intended for private use, not forgetting your high-value items.

Home contents insurance also offers you protection, if you need to move out of your permanent home for the time it takes to repair damage covered by your insurance. However, insurance does not reimburse you for any costs when you have to leave your home for the duration of a planned plumbing refurbishment.

You need extra cover if you own individual items of high value exceeding the maximum compensation, €15,000, payable for any single item under household goods insurance, or if you permanently keep your possessions elsewhere than at the place of insurance or if you own buy-to-let housing.



The **maximum compensation** is the highest limit of the compensation which an insurance company is liable to pay for any one insured event or in losses caused at any one time to specific items of property.

## Examples

- 1) You own a violin which is valued at €20,000. It is insured as a separate item for €20,000.
- 2) You've got a pricey drum set, which you keep at your music rehearsal space on a permanent basis. The drums are insured as a separate item.
- 3) You own a buy-to-let property, which you let out to an external party. You cannot take out a home insurance policy on that property. We recommend that you buy Apartment Cover, which covers damage rented flats may suffer.

## Home insurance covers a lot – but not everything

Household goods insurance does not cover any:

- movable property rented or loaned to others, such as movable property put on loan to an exhibition;
- data and files, and software packages other than those which are publicly available, relating to or included in data carriers;
- theses, dissertations, manuscripts and other similar documents;
- property the possession or use of which contravenes the legislation in force;
- virtual currencies;
- animals;
- permanent fixtures which, under the Limited Liability Housing Companies Act, fall under the housing company's maintenance responsibility;
- motor vehicles and other motorised means of transport, including the parts and equipment thereof and the work machinery and devices that can be attached to them;
- skid-steer loaders;
- aircrafts and their equipment;
- property own by company, used for business activities under a type of company other than sole proprietorship;
- property owned by an employer, public-sector entity or a company referred to above and given over to an insured party's professional or private use;
- employer-subsidised bicycles
- statues, works of art and other similar special-purpose constructions located at a yard;
- electric current, water and gas.

## How is the value of movable property determined?

Whether you rent or own your home, the starting point of insurance is the surface area of your dwelling, and the maximum compensation is determined based on that. When arranging insurance, there's no need to list, or estimate the value of, everything you own. What's enough is that the information which you provide on the property, such as the surface area of your dwelling, is correct. The (net) floor area of a dwelling is used as a reference for the purposes of determining the maximum compensation, which is the sum up to which any damage to movable property is covered by insurance. This is also the case with detached houses: movable property is insured similarly based on the living area.




**Living area (net floor area)** means the surface area delimited by the interior walls of a dwelling. It is calculated for every floor of a dwelling, and the resulting surface areas are summed. The living quarters forming part of the living area include all rooms for habitation, hallways, sauna and washing facilities, and walk-in wardrobes. The living area is defined as comprising the surface area of rooms insofar as the room height exceeds 160 centimetres. Facilities in use for purposes other than habitation do not form a part of the living area.

You can think about the level of maximum compensation from this starting point: how much would your household goods cost now at a store if you needed to buy all of them again, for example, after a fire?

You have the option to increase your maximum compensation if, for instance:

- the items in your home are more valuable than what is ordinary, or if there is a considerable amount of property;
- your home contains individual high-value items, collections or special movable property (individual expensive items exceeding €15,000 in value);
- a home improvement project used materials of a quality higher than what is ordinary.

Selecting a lower maximum compensation is also possible.



**Note!** If you'll be renovating an apartment which you own, such as when you fit in a new kitchen or have your bathroom remodelled, do not forget to check that your insurance cover is also adequate with respect to these.

## How much is your movable property covered for?

Your household goods are covered for against loss and damage according to the actual amount of loss – up to the maximum compensation agreed and shown in your insurance policy, or up to a maximum compensation specifically set out in the insurance terms and conditions. The compensation payable reflects any age reduction (see page 13) and your chosen deductible.

Home contents insurance covers these	Covered up to / single incident	Is extra cover available?
Normal household items intended for private use, such as furniture, clothing, household articles, interior textiles, domestic appliances and devices, consumer and other electronics, items for hobbies and sport, bicycles, high-value items such as jewellery, works of art, design items and collections.	Total of up to the maximum compensation shown in the insurance policy.	Yes
Individual items.	Up to €15,000 at the place of insurance.	Yes
Permanent fixtures and parts of an apartment.	Up to a maximum total of €15,000.	Yes
Money, securities and other payment instruments.	Up to a total of €500.	No
Movable property kept in a housing company's shared or dwelling-specific storage facilities at the loft, in the cellar or in equivalent storage or in a garage.	Up to a maximum total of €5,000.	Yes
Food and frozen products	Up to a total of €1,500	Yes
Work equipment and inventories of self-employment as a sole proprietor, trader or private individual which are owned by the insured party.	Up to a maximum total of €5,000.	Yes
Nonbuilding structures relating to a residential building or leisure residential building up to 15 m <sup>2</sup> and the plants at a tended yard. (Saunas always require separate insurance.)	Up to a maximum total of €10,000.	Yes
Boat manufactured as a rowing boat and the outboard motor thereof up to 10 horsepower, light aquatic hobby items including SUP boards, canoes and kayaks.	Up to a maximum total of €5,000.	Yes (under Boat insurance)
Property which is rented or borrowed for own personal use and which would be included in your own insurance policy under these terms and conditions.	Up to a maximum total of €5,000.	No
Ride-on lawn mowers or garden tractors (maximum design speed of not higher than 15km/h), vehicles intended for use by children (maximum design speed of not higher than 25km/h or weight not higher than 25 kg), other electronic mobility equipment (maximum design speed of not higher than 25km/h or weight not higher than 25 kg), child safety seats, and stored ski-boxes.	Up to a maximum total of €5,000.	Yes
Movable property temporarily removed from the place of insurance (home) in Finland for not longer than 12 months.	Up to a maximum total of €10,000.	Yes
Luggage for international travel.	Not included in this insurance.	Yes. Insured separately under Luggage Cover for international travel.
Property stolen from a vehicle, trailer, tent or boat, however excluding any money and other payment instruments.	Up to a maximum total of €5,000.	Yes
Any item or group of items specifically shown in the insurance policy, if specifically agreed upon and insured.	Up to the maximum compensation shown in the insurance policy.	

## How do we cover damage to movable property?

If a damaged item can be repaired, the principal means of compensation is to cover the repair costs. The age and condition of the item in question affect the amounts of compensation. Insurance can never award compensation for the sentimental value or use value attached to any damaged property. In the majority of cases where compensation is paid, the value of the property is determined by applying age reductions.



Applied to any compensation payable, **an age reduction** is a deduction made on the replacement value of the property in question based on the service life of that property. **Replacement value** is the amount of money needed to obtain new equivalent property or the closest equivalent property to replace that which was damaged.

## Here's how age reductions affect compensation for movable property

Usually the value of any property goes down as a result of ageing and use. That's why the compensation which we may pay you is subject to age reductions. The age reductions affect your

compensation according to the type and age of the property. For example, the value of telephones and computers decreases more quickly than that of domestic appliances or furniture.

Age reductions are calculated from the second calendar year after a device is taken into use. The reduction is calculated by multiplying a percentage by the number of the full calendar years which follow the property's first year of use and which have ended by the time when damage occurs. No age reduction is applied in respect of the year when damage occurs, however with the exception of mobile phones and mobile devices for which a reduction is also calculated on the year when damage occurs.

Under the **Premium Plus** cover, the age reductions applicable to movable property start later. For instance, damaged new mobile phones and computers are covered with no age reduction in the first two years. For many other items such as home appliances and bicycles, you get the first four years with no age reduction.

However, the maximum age reduction is never higher than 80% of the price of new equivalent property. In addition to age reductions, the compensation we pay is subject to the deductible shown in your insurance policy. Age reductions apply to the property shown in the table.

Property	Reduction per year
Furniture, home textiles and consumption utensils	6%
Rowing boats, outboard motors up to 10 horsepower, and light aquatic hobby items including SUP boards, canoes and kayaks	6%
Domestic appliances	8%
Consumer and other electronic equipment, stereo systems, televisions, cameras and other optical appliances	8%
Equipment for camping and open-air recreation, and fishing gear	8%
Bicycles, and bicycle parts and accessories	10%
Tools, work equipment, and motorised vehicles and equipment	10%
Racing suit, helmet, gloves and boots	10%
Prostheses and personal assistive devices, such as a hearing aid and a wheelchair	10%
Spectacles and sunglasses	20%
Sports or hobby equipment, gear and device	20%
Clothing, footwear, bags and other accessories	20%
Mobile phones, mobile devices, computers and peripherals, smartwatches, activity trackers and ring activity trackers	25%
Tools, work equipment and other property for remunerated activity or self-employment	25%

The value of any other property than that shown in the table on the previous page (including musical instruments, works of art, jewellery, antiques and design items) is determined based on fair value.



**Fair value** means the cash price generally obtainable for the property in question in the market situation on the day when damage occurs. Factors such as the item's age, period of utilisation, condition and usability are considered when calculating any fair value.

For the complete information on how items are covered by insurance, see the insurance terms and conditions.

### Examples of what's covered

1) Your washing machine breaks down in 2025. This breakdown is covered by your Premium home insurance policy. On the basis of the repair cost estimate, repairing is not the most affordable option. A new equivalent machine costs €600, and your compensation is assessed on that basis. The washing machine was acquired in 2022, and your deductible for movable property is €200.

From the price of the new washing machine, €600, we calculate an 8 per cent age reduction for two years, totalling 16%, or €600 – €96. After subtracting the deductible from your compensation, €304 is paid in compensation.

2) A dishwasher was purchased in 2016 and it breaks down in 2021. This damage is covered under a Premium home insurance policy. The replacement cost of a new equivalent device is subject to an age reduction of 4 years x 8% = 32%. Under the Premium Plus cover, a dishwasher of a similar age would be covered for the value of a new equivalent dishwasher without any age reduction. In both scenarios the deductible applies.

3) A television was purchased in 2014 and it breaks down beyond repair in 2020. This damage is covered under a Premium home insurance policy. The price of a new equivalent device is subject to an age reduction of 5 years x 8% = 40%. Under Premium Plus, a television of a similar age would be covered for that same value. This item has advanced to an age where age reductions apply, and the age reduction is equal in both cases. The deductible also applies.

## Insuring a building

### What's covered under buildings insurance?

When you take out insurance on your detached house or leisure building, you insure the actual building, any technology in it and the permanent fixtures. Separate insurance should be arranged for sauna buildings, as well as the outbuildings and structures measuring more than 15 square metres, such as garages and storage buildings.

Insurance covers the building shown in your insurance policy together with all permanently fixed property intended for the building and located in the building or on the same land with the building, as follows:

- normal machinery and equipment, such as HPAC, electricity and automation equipment;
- power cables, other cables, conductors and piping, however only up to the municipal or other public connection point;
- solar panels and antennae;
- foundation bases of a building's foundations;
- permanent fixtures;
- heating mediums for the maintenance of a building and property;
- pumps, piping and equipment of boreholes and energy wells;
- permanently fixed charging stations of electric cars.



**HPAC, electricity and automation equipment** (heating, plumbing, air conditioning, electricity and automation equipment) include all fixed equipment used for the heating, water treatment, lighting or air conditioning of buildings, such as electrical equipment, electrical resistors and elements, boilers, electric sauna heaters, central vacuum systems, tanks, and the security engineering of buildings, as well as the piping, wiring, cables and automatic control systems connecting to such equipment.

The machinery of cold rooms is considered equivalent to HPAC, electricity and automation equipment. HPAC, electricity and automation equipment does not include any domestic appliances, such as dishwashers and stoves, even when permanently fitted to a building.

Damaged HPAC, electricity and automation equipment is covered under the insurance cover of the building for which that equipment is intended.

Buildings insurance does not cover any:

- structures located beneath the foundation bases of a building;
- drainage piping, subsurface wastewater disposal system fields and their piping, or piling;
- boreholes and energy wells;
- statues, works of art and other similar special-purpose constructions located at a yard;
- bodies of water, piers, jetties and shoreline structures;
- electric current, water and gas.

## It makes sense to insure your building for full value

Under a home insurance policy, buildings can be insured for their full value or up to the maximum compensation. We recommend that you primarily take out a full value policy on the buildings located in Finland which you own.



**Full value insurance** means that your building is insured for the actual value it has at the moment when damage occurs. The value of a building is determined only once damage has occurred.

Full value insurance is arranged based on the data on the surface area of your building. When you maintain and keep your home in a good condition and repair any faults, you make sure it's covered for its true value if any loss or damage occurs. Compensation is paid according to the value which the building has at that time, and when determining this value criteria such as the age, use and condition of the buildings are considered. Based on these factors, compensation is paid on the basis of either the replacement value or the current value. That's why full value insurance does not mean that compensation for old damaged property would always be granted up to the price of new property.

## Insuring buildings for their maximum compensation is also possible

Insuring buildings for their maximum compensation is a good idea for buildings which it is not appropriate to insure for their replacement value (full value insurance) on account of age, new designated use or some other reason. The maximum compensation must correspond to the fair value of the building. Maximum compensation is the highest possible indemnity payable for any loss. If you decide to insure a building up to its maximum compensation, you must yourself monitor whether the maximum compensation shown in your policy is sufficient and communicate all major changes in the value of the property.

## Are you building something new, or renovating?

Buildings insurance policies also provide cover during construction and home improvements. When constructing yourself a new home or cottage, it is advisable to insure the structure as if it were a completed building right from the start of the foundation works. This ensures that such items as the building materials introduced into your site are covered by insurance. In addition, this insurance protects rented and borrowed machinery (excluding skid-steer loaders and cranes) and temporary site constructions and buildings at the construction site up to a maximum total of €5,000.

The liability insurance and the legal expenses insurance included in your home insurance policy may be helpful in situations such as when damage is caused to third parties during construction. Whenever constructing or refurbishing a building, remember to take out insurance not only for your property but also on yourself, your family and any voluntary workforce. Employed workers need to be insured by statutory workers' compensation insurance.

## How do we cover damage to buildings?

If a building is destroyed completely, such as in a fire, reimbursement is determined either according to the building's fair value or maximum compensation depending on whether you've insured the building for its full value or up to the maximum compensation shown in your policy.

For the complete information on how buildings are covered by insurance, see the insurance terms and conditions.

## Age reductions in respect of damage to a building's machines, equipment and piping

Whenever the machines, equipment and piping (HPAC, electricity and automation equipment) of a building get damaged, the annual reductions set out in the table below will be made on all costs of repair and replacement, beginning from the second year of use and excluding fire losses to which no age reductions apply.

Equipment group	Reduction per year
Piping, electric wires and electricity metres, fiber optic cables, fuel tanks and wastewater tanks, solar panels	3%
A building's other HPAC, electricity and automation equipment and ground source heat pumps with related systems	6%
Heat pumps with related systems (excluding ground source heat pumps)	9%

## Age reduction in cases of leak damage

If a leak in any piping or HPAC, electricity and automation equipment causes damage to a building or any permanent fixtures of a building, a reduction will be made on all costs of repairing the leak and locating the fault determined based on the age of the equipment or pipe which caused the leak, as shown in the table below. Such costs include the cost of opening and drying structures and the expenses of reconstruction and surface coverings. Age reductions are calculated from the first year of use.

Age reductions in cases of leak damage to buildings		
Age of piping, equipment or tank	Deduction from the amount of loss	Maximum deduction
20–29 years	20%	€3,500
30–49 years	30%	€3,500
50 years or more	50%	€5,000

The deduction is based on the age of the leaky piping, equipment or tank at the moment when damage occurs. In the event of a drain flooding, the reduction is determined according to the age of the blocked drain. In respect of any leaky junctions, the age reduction is calculated on the older pipe section. Age is calculated from the first year of use.

The first year of use means the year in which an item is taken into use. The first year of use ends upon a new calendar year irrespective of the time of year when an item was taken into use. The year in which damage occurs is also subject to an age reduction. The deductions are capped at the level shown in the table.

## Examples of what's covered

### 1. Old piping

An original domestic water pipe of a residential building constructed in 1979 fails in 2020 and causes leak damage. The pipe repair costs total €600 but, considering the annual 3% age reductions applying to HPAC, electricity and automation equipment, no compensation remains payable since the age of the pipe results in a reduction of over 100%. The demolition, drying and rebuilding of structures for the purpose of repairing the failed pipe incur costs in the sum of €6,000. With the age of the piping at 41 years, these costs are subject to a leak damage age reduction of 30%, or €1,800. Had this leak generated higher losses, the maximum reduction in this case would nevertheless be €3,500.

Locating the fault and demolition and drying of structures €6,000, on which leak damage age reductions based on the pipe age.  $€6,000 - 30\% = €4,200$  paid in compensation

Repair costs of domestic water pipe €600, subject to an age reduction of  $3\% \times 40$  years. No compensation payable, since age reduction exceeds 100%.

Total compensation payable €4,200, subject to the deductible.

### 2. Newer or completely newly fitted piping

A detached house was constructed in 2008 – or the domestic water piping of a detached house built in 1965 was completely newly fitted in 2008 – and in 2020 a pipe fails. The repair costs of the failed and leaky pipe total €600, and the demolition, drying and rebuilding of structures for the purpose of repairing the failed pipe incur costs in the sum of €5,000.

Locating the fault and demolition and drying of structures €5,000. Full amount of compensation paid, since age of piping not over 20 years.

Repair costs of domestic water pipe €600, subject to HPAC, electricity and automation equipment age reduction of  $3\% \times 11$  years.

$€600 - 33\% = €402$  paid in compensation

Total compensation payable €5,402, subject to the deductible.

## How do we settle claims?

If something happens to your property, our primary remedy is to repair it. However, we may also settle your claim by obtaining a new device or paying you monetary compensation.

We're quick to pay out claims – we do this within 30 days of receiving all documents and information necessary to settle a claim. When paying claims, we take account of the value of the property at the moment when damage occurs. All claims are also subject to a deductible.

### Repairing property

If damaged property can be repaired, our primary means of compensation is to cover the repair costs. Repair costs are covered up to the value which the property has at the moment when damage occurs. LocalTapiola has the right to select the repair shop, and items such as mobile phones are repaired at our dedicated, trusted partners. If you wish, you may have a domestic appliance repaired at a repairer of your choosing.

### New replacement property or monetary compensation

If property is damaged beyond repair or if repairing it would cost more than what it was worth at the moment when damage occurred, we may also settle your claim by obtaining new property or in the form of monetary compensation.

### Interrupted residence

What's more, your home insurance policy also covers costs of interrupted residence. If your dwelling suffers a covered incident, such as a fire or a leak, insurance protects you against additional costs of temporary accommodation whilst your dwelling is being repaired. Such costs may include living, transportation and storage expenses. Note that you must agree with us on covering these costs in advance. No costs of moving house and no living expenses incurred on account of a plumbing refurbishment are covered.

We undertake to cover costs of temporary residence for up to a maximum of one year. In fire claims, however, these costs can be covered for up to 18 months. Under household goods insurance we cover the costs of temporary residence up to €3,000/month. These expenses are subject to an additional deductible of 10 per cent. If you've taken out the Premium Plus cover on your household goods, no additional deductible applies to any temporary residence costs.

# Deductibles and premiums

## Insurance deductible

Deductible is the sum for which you are liable when damage occurs. It is, therefore, deducted from any compensation payable.

Here are some examples of the deductibles available for movable property: €200, €300, €500, €1,000 and €2,000.

Here are some examples of the deductibles available for buildings: €200, €300, €500, €1,000, €2,000 and €5,000.

In claims for leakage caused by freezing, after deducting the deductible shown in the policy document, a 20 per cent additional deductible is deducted. This deduction will not be effected if the freezing was caused by failure of the heating system or by some other sudden and unexpected event. In any case, the maximum deduction is limited to €5,000.

## What affects my home insurance premium?

The insurance covers are all priced separately and in such a way that they reflect the damage risk of each cover as precisely as possible.

The premium for **movable property** is affected by factors such as the scope of the insurance cover, the deductible you choose, the dwelling size, the policyholder's age and the locality where the dwelling is situated.

The factors affecting premiums for **buildings** include the policyholder's age and place of residence together with the features of the insured building shown in the insurance policy, such as the age, location, size and technical features of the building, designated use, scope of insurance cover, and deductible. The premiums of, and the maximum compensation payable for, buildings are tied to the building cost index.

In terms of movable property insurance and buildings insurance, premiums are slightly higher wherever the rate of incidents is high, and they are lower wherever that rate is low. If you choose to have a higher deductible, you are liable to pay more if something happens, but your premium is smaller. In case your building and movable property suffer damage at the same time, only the highest deductible will be deducted.

## Development of your premium

Every year your premiums experience developments, primarily because insured buildings and any pipes in those buildings age, as do policyholders, and it has been established that these factors affect the insurance claims paid out.

The other situations where LocalTapiola has the right to adjust premiums are discussed in our General terms and conditions.

Premiums are also affected by the other discounts (if any), and the level, grant criteria and periods of validity of these discounts may be adjusted.



In full value insurance, premiums are affected by a building's **gross area**, which is the total surface area of the floors of the building. It comprises the total of all floors, and all rooms of over 1.6 metres in height, cold and heated alike from exterior wall to exterior wall. Similarly the surface area affecting the premium of your movable property insurance is calculated according to the net floor area, which is the surface area calculated according to the interior surfaces of the walls surrounding your dwelling.

The principal construction material of the building frame affects your premium. The frame structure is determined according to the structure most prevalent in the floors above ground. For example, the foundation and the lowermost floor are made of walling blocks while the next floor on top of that is made of wood. The frame structure is, therefore, wood.

## Liability insurance and legal expenses insurance as part of home insurance

Home insurance also includes liability insurance and legal expenses insurance. They cover you as the policyholder and your family members living in the same household with you. Liability insurance and legal expenses insurance end if your home insurance terminates.

## Liability insurance

Liability insurance offers protection in cases where an incident does not only affect you. Liability insurance covers bodily injuries and property damage caused to third parties for which you are held legally liable for compensation. On your behalf we investigate the merit and amount of any claim for damages brought against you (or some other insured party). Your insurance covers injuries and damage up to a maximum of €500,000. You may also choose to include a higher sum insured, €1,000,000, in your policy. You are liable for a deductible of €200. Outside Finland liability insurance is valid for a maximum of 12 months from the commencement of travel.

Liability insurance covers	Liability insurance does not cover
<p>Bodily injuries and property damage caused as a private individual to another through oversight or neglect.</p> <p>The costs covered by liability insurance may include:</p> <ul style="list-style-type: none"> <li>• in respect of property damage, the repair costs or the value of a damaged item;</li> <li>• in respect of bodily injuries, the medical treatment expenses and the costs of reduced income, temporary disability or other losses.</li> </ul>	<p>Losses for which the insured is not held legally liable for compensation.</p>
	<p>Losses which:</p> <ul style="list-style-type: none"> <li>• are caused deliberately;</li> <li>• are caused to self;</li> <li>• are caused in gainful employment or in an employment relationship;</li> <li>• are caused to any property handled by or in the care of the insured;</li> <li>• are caused by ownership, possession or letting activity of any buy-to-let property (meaning any property that is used for other purposes than your own residential or leisure use). To insure the liability associated with buy-to-let property, we recommend that you take out Apartment Cover.</li> </ul>
<p>Damage caused by a child: such as when a child scratches a neighbour's car with a bicycle.</p>	<p>Injuries or damage caused by a child to the child's minder.</p>
<p>Bodily injuries caused by a dog, and damage caused in a direct collision of a dog and a vehicle.</p>	<p>Injuries or damage caused by a dog to the dog's minder.</p>
<p>If legal proceedings are instituted in a dispute concerning damages, LocalTapiola takes care of litigation and covers the costs of litigation.</p>	<p>Losses:</p> <ul style="list-style-type: none"> <li>• where the liability for damages is based solely on a contract;</li> <li>• caused to third-party property which is in use or borrowed;</li> <li>• caused through a motor vehicle in traffic;</li> <li>• caused through any watercraft subject to registration (for these, you can take out boat insurance).</li> </ul>

Liability insurance is subject to a 20 per cent additional deductible (however not more than €20,000) if damage is caused because the flow of water into the floor outlet or the drain is prevented due to an obstacle on top of the drain.

For more information on the cover restrictions and exclusions, please read the insurance terms and conditions.

### Example of what's covered

A cyclist was riding his bicycle carelessly and collided inadvertently with a woman walking at a pedestrian crossing. The woman was hurt in the collision and her leg got broken. As this incident was caused through negligence of the cyclist, he is held liable for compensation. The cyclist's liability insurance policy compensates the woman for the medical treatment expenses incurred by her fractured leg and pays her compensation for the temporary disability as well as compensation for loss of earnings for her sick leave period.

## Legal expenses insurance

Legal expenses insurance protects you against the expenses of legal aid in disputes, criminal cases or non-contentious civil cases which concern your private life. You must appoint as your attorney an attorney-at-law or a lawyer who may legally serve as an attorney or legal counsel. Your insurance covers individual cases of loss and damage up to the sum insured. You may choose the sum insured from amongst the following options: €10,000, €20,000 or €50,000. You are liable for a deductible of 15% of the expenses.

Legal expenses insurance provides cover against insured events which are caused during the period of validity of your insurance policy. If your insurance policy has been in force less than two years when an insured event occurs, the factors on which any dispute, demand or criminal prosecution is based must have arisen during the period of validity of your insurance policy.

The period of validity of an insurance policy includes all the time which that policy has been in force without interruption in respect of the insured with equivalent content at one or several insurance companies. If the insurance cover was extended (including if your sum insured was increased or an extra cover was taken out), the extensions of the insurance cover are in force only in respect of the insured events which occur after the date of the change, on the condition that the cause of any insured event also materialises after the introduction of the extension into the policy.

Legal expenses insurance is valid in Finland and the other Nordic countries.



Amidst all your evolving life situations, do not forget to make sure that your legal expenses insurance remains in force without interruption.

### Legal expenses insurance covers

Matters which can be brought before a district court in Finland (or before the equivalent Nordic courts). Expenses are covered from the moment when a matter can be brought before a district court for investigation.

Disputes. A dispute materialises when a claim is contested.

Criminal cases when the insured is:

- the injured party in the case when the judicial investigation opens;
- the defendant when, once the public prosecutor has decided to terminate or discontinue criminal prosecution, the injured party commences or continues criminal proceedings against the insured.

The attorney's reasonable and necessary fees and expenses, court fees and costs of taking evidence.

Criminal cases concerning your own dwelling or holiday home, such as those relating to the buying and selling of real estate.

In criminal cases matters concerning, for example, assaults or identity thefts where you are the victim of crime.

Matters concerning the custody and maintenance of children in one insured event for every three years whenever all the following criteria are met simultaneously:

1. The matter is not dealt with for the first time or in connection with the cessation or dissolution of a marital link or a relationship.
2. The claims are based on changing a valid and enforceable agreement or court ruling upheld by a relevant authority.
3. The other conditions determined in the insurance terms and conditions. This insurance does not cover any enforcement relating to the issues described above.

### Legal expenses insurance does not cover

Matters which cannot be brought before a district court (such as administrative court matters).

Legal advice.

If a claim is not contested, meaning that no dispute materialises.

Criminal cases where the prosecutor brings criminal proceedings against the insured.

Costs of any pre-trial investigation of a criminal case.

The opposing party's legal expenses which the insured is ordered to pay, unless Opposing Party's Legal Expenses Cover is specifically included in your policy.

The insured's loss of earnings, travel expenses and other costs.

Costs associated with implementing a court judgment (such as enforcement).

Disputes concerning buy-to-let property rented out to a third party, such as those relating to rent. To prepare for these scenarios, you can take out Apartment Cover, which includes legal expenses insurance for lessors.

Matters concerning gainful employment, business operations, an employment relationship or other activity for the purpose of obtaining income.

Matters concerning divorces and relationship breakdowns, including related disputes.

Matters concerning the custody and maintenance of children, if the conditions shown alongside here are not met.

For more information on the cover restrictions and exclusions, please read the insurance terms and conditions.

### Example of what's covered

A couple buys a detached house where mould is detected six months after purchase. The couple demand that the price be reduced and the deal rescinded. The seller refuses, meaning the case is contested and brought before the district court. The couple's expenses of legal aid and litigation are covered by legal expenses insurance. They are subject to a deductible of 15%.

## Prevent losses before they occur

Home insurance comes with a number of safety-related rules. They are called safety regulations and describe how you can prevent or mitigate losses. Compliance with them is crucial. If non-compliance with or intentional infringement of these regulations contributes to loss or damage, this may result in compensation being reduced or denied.

For a complete list of the regulations, see the insurance terms and conditions. Read these tips carefully!

### Improve fire safety

- Make sure that the fire detectors in your dwelling are in working order and a sufficient number of them, as set out in the official regulations, has been installed.
- Keep a close watch on any fireplaces, naked flame, candles and outdoor candles.
- Remember to have all fireplaces swept once a year – or once every three years if your holiday home is not in use all year round. Chimneys must be swept only by professional chimney sweeps.
- Never use any faulty electrical equipment. Have them repaired at an approved repair shop.
- Never smoke in bed or on the couch. All cigarettes must be put out into a nonflammable receptacle.
- Never dry or store laundry over a sauna heater or in its immediate vicinity.
- Keep a close eye on the use of stoves, grills, smokers and other similar heat producing devices. Always before exiting the dwelling and before retiring to sleep, check that they are powered off or turned off. Never store any flammable items on or over them or in their immediate vicinity.
- Never de-ice any frozen pipes or similar property using naked flame or a hot-air blower.
- Do not connect any extension cords together. It is prohibited to use extension cords to

electrify buildings or nonbuilding structures. Outdoors, use only extension cords designed for outdoor use.

- If you use the electrical network of the building to charge an electric vehicle, have the suitability of the installations checked in advance by an electrical professional.
- Charge the batteries of electric bicycles and other electronic mobility devices only using a charger intended for the device in question.

### Prevent theft and burglaries

- Take care to lock all windows and doors of buildings.
- Never store any valuable property or property susceptible to theft in storage facilities at the loft or in the cellar. Keep all storage facilities locked.
- In any common areas lock your property separately.
- Never leave or hide keys in the vicinity of your dwelling or the storage facilities.
- In a hotel room or a cabin, keep your valuable property only in a specifically locked space.
- Keep a close watch on the property you have with you against possible theft.
- Lock the doors and storage facilities of your car, caravan, trailer or boat. Never leave any property susceptible to theft in a visible location.
- Never leave any property susceptible to theft in a tent without constant supervision.

### Avoid leak damage

- Take good care of the water supply system and protect it against freezing. All rooms must have a constant temperature of not lower than +12 °C in the cold period, and proper ventilation between the rooms must be ensured. Whenever a building is left uninhabited for a period exceeding one week, shut off the main shut valve.
- Empty the water supply network whenever a building is kept uninhabited in the cold period without sufficient heating.
- Have the drain hose of your washing machine permanently connected to the sewer network. Close the shut valve whenever the machine is not in use.
- When disconnecting a dishwasher or a washing machine from the water supply system, make sure that the shut-off valve is properly closed. After disconnecting, plug the building's inlet water pipe that remains open.
- Place a drain pan under your dishwasher and refrigerating equipment.
- In rooms that have a floor drain, ensure that water has unobstructed access to the floor drain.
- Make sure that all oil tanks are serviced and inspected regularly.

## Protect your movable property against damage

- Keep all liquids away from computers, mobile phones and similar electronic equipment so that no liquids can damage any equipment if they are knocked over or if they leak.
- When taking a computer, a mobile phone or similar electronic equipment with you, pack them in such a way that they will not get wet, chafed or otherwise damaged.
- Pack all property you have with you with care and in such a way that it withstands the normal strain caused by the weather and transport.

## Other important points to consider

### Updating and terminating an insurance contract

#### Policies can be updated

If you need to, you can always update your insurance cover. Contact LocalTapiola. Do not forget to let LocalTapiola know if there are any changes in your life situation which may affect your premium. Remember to communicate your new address and to update your policies as needed. With home insurance, you should report any change of address, changes in the surface area, new designated use of your dwelling, or renovation of the dwelling.

LocalTapiola may amend the terms of your insurance policy and the other contract terms and conditions, and adjust your premium, subject to the insurance terms and conditions and the Insurance Contracts Act. If we update your insurance contract, we'll send you information on the updates together with the insurance policy.

#### Insurance terminates

As the policyholder you have the right to cancel insurance at any time. This right of cancellation does not apply to any fixed-term policies of under 30 days.

Your insurance terminates when you submit a written notice of cancellation to LocalTapiola, unless you specify that your insurance should terminate at a later date.

LocalTapiola may cancel your insurance during an insurance period only in certain cases, which you can find in the Insurance Contracts Act. This may be due to deception by the policyholder or

the insured, a change in circumstances which materially intensifies the insurance company's risk, or neglect on the part of the policyholder.

At the end of an insurance period, LocalTapiola may always cancel insurance in line with good insurance practice.

Your premium is collected from the beginning until the termination of your policy. Any returnable premiums will be reimbursed in connection with other premiums or returned to you.

### Insurance must be paid in due time

You will receive all insurance invoices in good time, not later than 30 days before the due date. If you fail to pay an invoice by the due date, we'll send you a number of payment reminders. We'll be collecting a reminder surcharge for any payment reminders sent. If you fail to pay the second reminder, we will cancel your insurance to end in two weeks.

### On filing and settling claims

When something happens to your building or other insured property, our Claims Service is there to help you. Contact us online at our website [lahitapiola.fi](http://lahitapiola.fi), by telephone, or visit one of our offices.

Provide LocalTapiola an opportunity to inspect the damage before initiating any repairs. Please do not dispose of any damaged items or tamper with the traces of an incident. Take photographs of the damage suffered.

Compensation must be sought from LocalTapiola within one year of the claimant becoming aware of:

- the valid insurance policy;
- the loss or damage and the resulting consequence.

In any case claims must be filed within ten years of loss or damage and the consequences thereof. If no claim is presented within this time period, the claimant will forfeit their entitlement to compensation.

Where claimants in bad faith provide incorrect or incomplete information, they may forfeit their entitlement to any compensation or the compensation payable may be reduced.

LocalTapiola issues a claim settlement decision within one month of reception of the necessary documents and information. If the payment of

compensation is delayed, we undertake to pay the penalty interest laid down in the Interest Act.

## Appeal

If you are dissatisfied with a decision you have received or if anything is unclear with your insurance contract, first contact us.

The appeal instructions are enclosed to all decisions, and they tell you in greater detail how you can appeal the decision in question. The appeal process varies depending on the type of insurance.

Read more at our website [lahitapiola.fi/muutoksenhaku](http://lahitapiola.fi/muutoksenhaku).

## Processing of personal data

LocalTapiola ensures the protection of our customers' privacy, and we process all personal data, in line with data protection legislation, insurance legislation, and good data management and data processing practice.

Personal data are processed in order to offer LocalTapiola's products and services and to take care of customer relationships. Data may also be used for purposes such as marketing to customers.

LocalTapiola utilises automated decision-making and profiling in tasks including the making of insurance decisions and claim settlement decisions and the targeting of marketing efforts. Every service making use of automated decision-making notifies of this in connection with that service.

Personal data are mainly obtained directly from customers, parties authorised by customers, public registers maintained by the authorities, and the credit register. Personal data are disclosed to third parties only with the customer's consent or under a legislative provision.

Into the insurance companies' common claims register, LocalTapiola registers data on the claims filed with us and in this connection checks what claims have been submitted to other insurance companies. The data in the claims register are used in claims handling to combat abuses targeting insurance companies. Into the insurance companies' common fraudulent claims register, LocalTapiola registers data on the criminal offences and the suspected criminal offences targeting the insurance activities in which LocalTapiola engages and checks the customer data available in the register. Data in the fraudulent

claims register are used in claims handling and in the processing of insurance matters to combat crime targeting insurance companies.

Know Your Customer data and other personal data may be used in investigating, exposing and preventing money laundering and terrorist financing. In addition, data may be disclosed to the authorities to initiate investigations of money laundering and terrorist financing and of criminal offences committed to obtain any property or proceeds of crime subject to money laundering or terrorist financing.

LocalTapiola saves telephone calls and chat sessions with customers to verify that a call or a chat session has taken place and to ensure service quality.

Privacy statements have been compiled with respect to LocalTapiola's personal data files, providing information on the personal data processed in the data files, on the processing of these personal data, and on the data subject's rights. To read more about the privacy statements and how personal data are processed, visit LocalTapiola's website [lahitapiola.fi/henkilotietojenkasittely](http://lahitapiola.fi/henkilotietojenkasittely). Privacy statements are also available upon request by mail or via an email to [tietosuoja@lahitapiola.fi](mailto:tietosuoja@lahitapiola.fi).

## Credit file

In connection with processing insurance applications, we'll check the insurance applicant's credit file in the register maintained by Suomen Asiakastieto Oy. If you are flagged in that register, we may not be able to grant you an insurance policy.

## Information on LocalTapiola

The issuers of insurance policies are listed on the back cover. For your own insurer, see the offer and the insurance policy you have received.

The insurer's employee or intermediary may be paid compensation for selling products and services. This compensation may be based on the annual premium of the insurance in question or the number of products purchased.

An insurance company acting as the insurer may provide its customers personal recommendations on the insurances which it offers, if this is specifically agreed with the customer.

The distance-selling advance information is disclosed on the basis of Finnish legislation.

# Safeguarding our customers' life

Insurance is granted by the following mutual insurance companies in LocalTapiola Group (business ID):

LähiTapiola **Etelä** (0139557-7) | LähiTapiola **Etelä-Pohjanmaa** (0178281-7) | LokalTapiola **Sydusten** -  
LähiTapiola **Etelärannikko** (0135987-5) | LähiTapiola **Itä** (2246442-0) | LähiTapiola **Kaakkois-Suomi**  
(0225907-5) | LähiTapiola **Kainuu-Koillismaa** (0210339-6) | LähiTapiola **Keski-Suomi** (0208463-1) |  
LähiTapiola **Lappi** (0277001-7) | LähiTapiola **Loimi-Häme** (0134859-4) | LähiTapiola **Länsi-Suomi** (0134099-8) |  
LähiTapiola **Pirkanmaa** (0205843-3) | LokalTapiola **Österbotten** - LähiTapiola **Pohjanmaa** (0180953-0) |  
LähiTapiola **Pohjoinen** (2235550-7) | LähiTapiola **Pääkaupunkiseutu** (2647339-1) | LähiTapiola **Savo**  
(1759597-9) | LähiTapiola **Savo-Karjala** (0218612-8) | LähiTapiola **Uusimaa** (0224469-0) |  
LähiTapiola **Varsinais-Suomi** (0204067-1) | LähiTapiola **Vellamo** (0282283-3) |  
LocalTapiola General Mutual Insurance Company (0211034-2)

The companies' contact details are available at [www.lahitapiola.fi](http://www.lahitapiola.fi).



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