



FAIRFIRST INSURANCE LIMITED
Access Towers II (14th Floor), No. 278/4,
Union Place, Colombo 02, Sri Lanka
Tel: +94 11 2428428 | Fax: +94 11 2438438
| Email: info@fairfirst.lk | Website:
www.fairfirst.lk

Insurance Product Information Document (IPID)

Home Plus Insurance Policy

1. Scope of Cover

The Home Plus Insurance Policy is a comprehensive insurance package designed to protect your home, belongings, and family against a wide range of risks.

You have the flexibility to choose the cover that best suits your needs:

- Building Only – protection for the structure of your home
- Contents Only – protection for your household belongings and personal possessions
- Building & Contents – comprehensive protection for both your home and its contents

In addition to protecting your property, the policy offers a range of valuable personal benefits for you and your family, providing added peace of mind when you need it most.

The Home Plus Insurance Policy is also well suited for those who work from home, offering protection that accommodates the needs of today's modern lifestyle.

2. What is Covered

This policy is available under four flexible plans – A, B, C, and D, allowing you to select the level of cover that best meets your needs.

The scope of coverage, applicable limits, and benefits will depend on the plan selected and will be clearly specified in your Policy Schedule.

Home & Belongings

The policy provides comprehensive protection for your home, belongings, and family, covering physical loss of or damage to your building and/or contents, including furniture, appliances, and personal belongings. Cover extends to a wide range of insured events, including Fire and Lightning, Cyclone, Storm, Flood, Tsunami, Earthquake, bursting or overflowing of water tanks and pipes, Burglary involving forcible entry or exit, Malicious Damage, explosions caused by domestic gas, and impact damage caused by vehicles or animals.

Personal Accident Cover provides a lump-sum benefit in the event of accidental death or permanent disability sustained while inside your home. This benefit extends to you, your spouse, and your children, providing additional financial protection for your family.

Personal Liability Cover protects you against your legal liability if a visitor is accidentally injured while at your home or if you accidentally cause damage to their property. This provides valuable financial protection against unforeseen third-party claims.

Unintentional Injury Cover provides assistance towards minor medical expenses resulting from accidental injuries sustained at home, such as injuries caused by a domestic animal.

Additional Benefits

If your home becomes uninhabitable as a result of an insured event, we will cover the cost of temporary accommodation or rent for an alternative home for up to six months

Financial losses resulting from the theft of money from your bank account where your mobile phone is stolen or compromised while making an online payment

Replacement of door locks following theft, fire brigade charges, and the loss of personal belongings belonging to your domestic staff

Optional Add-on Benefits

You can further enhance your protection by selecting and paying for optional add-on benefits tailored to your individual needs and lifestyle. These additional benefits include cover towards eligible counselling expenses, as well as eligible surgical expenses or therapy costs associated with postural or ergonomic injuries.

3. What is NOT Covered (At a Glance)

Loss or damage resulting from gradual deterioration, normal wear and tear, or damage that occurs over time

Certain covers, including damage caused by bursting or overflowing pipes and water tanks, may be affected if the home is left unoccupied for more than 30 consecutive days

Cash, cheques, unset precious stones, and motor vehicles. Jewellery is covered for burglary only, up to the applicable limit specified under the selected plan.

Damage to gates, fences, and boundary walls caused by cyclones or storms

The policy is intended for domestic residential use and does not apply where the home is used for commercial or business purposes, except for approved work-from-home activities permitted under the policy.

4. Premium Payment

The full premium is payable as a single payment for the policy period, which is generally one year

5. Policyholders' Obligations

Required to provide true, accurate, and complete information about your property and its circumstances.

Take reasonable precautions to properly maintain and protect your home and belongings, and take appropriate steps to prevent or minimise any loss or damage.

In addition, you must promptly notify us of any significant changes to your property, including if the property is left unoccupied for more than 30 consecutive days or if the property is sold.

Fairfirst Insurance should be notified immediately of any loss, damage, or circumstances that may give rise to a claim, as well as any defects or operational changes that may affect the risk exposure.

Reasonable steps should be taken to minimise any further loss or damage, and damaged items should be preserved for inspection without being altered or repaired unless the Insurer's consent has been obtained.

All relevant supporting evidence and documentation should be provided, with full cooperation extended during claim investigations.

Fairfirst Insurance should also be informed of any cessation or liquidation of business operations or changes in ownership, and reasonable access should be provided for inspections by the Insurer.

6. Complaints and Grievance Handling

Step 1 – Contact Fairfirst Insurance:

☎ +94 11 2428282 (8:30 a.m. to 5:00 p.m.)

✉ info@fairfirst.lk

You may escalate concerns to Fairfirst's Risk & Compliance team.

Step 2 – External Escalation (if unresolved):

- Insurance Regulatory Commission of Sri Lanka (IRCSL)
☎ +94 11 2335167 | ✉ info@ircsl.gov.lk | 🌐 www.ircsl.gov.lk
- Insurance Ombudsman
☎ +94 11 2505542 / +94 11 2505041 | ✉ info@insuranceombudsman.lk | 🌐 www.insuranceombudsman.lk

7. Contact Us for More Information

Fairfirst Insurance Limited

Access Towers II (14th Floor), No. 278/4, Union Place, Colombo 02, Sri Lanka

☎ +94 11 2428428 | ✉ info@fairfirst.lk | 🌐 www.fairfirst.lk

Additional Information

One of the key advantages of this policy is that the underinsurance penalty (Average Clause) is waived. This means that, in the event of a partial loss, we will cover the full cost of repairing the insured damage, up to the applicable Sum Insured, even if the overall value of your home

is higher than the amount insured. You therefore do not face a reduction in your claim solely because your property is underinsured, subject to the policy terms and conditions.

The policy is designed to provide flexibility, allowing you to select the cover that best suits your needs and budget. You can choose to insure your Building, Contents, or both Building and Contents, and select from Plan A, B, C, or D according to your preferred level of protection.

Personal Accident cover is subject to specific age limits. Adults are eligible for cover up to 60 years of age, while children are covered up to 28 years of age, subject to the applicable policy terms and conditions.

Important Note:

The IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document, The IPID shall not form a part of the policy/contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.