



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)

Fire Insurance Policy – Private Dwelling

1. Scope of Cover

The Fire Insurance Policy for a Private Dwelling is designed to protect your home, including the building and/or household contents, against physical loss or damage arising primarily from fire and lightning.

2. What is Covered

The basic policy provides cover for physical loss of or damage to your home and/or household contents caused by fire or lightning. It also extends to cover damage resulting from the explosion of domestic gas.

Add-ons

For broader protection, additional extensions of cover may be selected and purchased to protect against a wider range of events. These may include natural disasters such as cyclones, storms, tempests, floods, and earthquakes and other perils including riot and strike, malicious damage, impact by vehicles, and the bursting or overflowing of water tanks, electrical inclusion, etc.

3. What is NOT Covered (At a Glance)

Unless you have purchased the specific extension, the policy does not cover damage from natural disasters (storms, floods, etc.), riots, or malicious acts, etc.

The policy does not cover theft during or after a fire

The policy also excludes damage from your property's own spontaneous combustion (unless added as an extension), war, and terrorism

Damage to electrical items resulting from faults such as short circuits or power surges is not covered under the basic policy. However, such damage can be covered by adding an Electrical Inclusion Clause to 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

Provide accurate and complete information about the property, including details of its construction, location, and intended use.

In the event of a claimable incident, all reasonable precautions should be taken to prevent further loss or damage to the insured property. Full cooperation is also expected with us and any surveyors, loss adjusters, or investigators appointed to assess the claim.

Any loss or damage should be reported to Fairfirst immediately, with a completed written claim form submitted within 15 days of the incident. All relevant supporting documentation, including photographs of the damage, repair estimates, and proof of ownership for affected items, should also be submitted.

6. Complaint and Grievance Handling Procedure

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

8. Other information

Insure your home and contents for at least 75% of their full value to avoid a proportionate reduction in claim payments

If the sum insured is below 75% of the value at the time of loss, you may be considered your own insurer for the difference, and the claim payment may be reduced proportionately

Cover ceases if your home remains unoccupied for more than 30 consecutive days. Please inform us if this occurs to determine whether cover can be continued.

This is a basic Fire & Lightning Policy. We recommend discussing available optional extensions with us for broader protection.

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.