



# MY COMPANY- BENEFITS GUIDE

# WELCOME TO ALLIANZ

**THANK YOU FOR TRUSTING  
ALLIANZ - SLOVENSKÁ POISŤOVŇA TO BE  
YOUR PARTNER AND FOR CHOOSING TO  
INSURE YOUR COMPANY WITH US.**



**Taking care of risks is our job.**

**We shall protect your  
company against financial  
losses from unexpected  
events you cannot control.**

**Rely on us. We are with you  
every step of the way.**

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# 1. INTRODUCTION TO YOUR INSURANCE



**YOU INSURED YOUR  
COMPANY WITH MY  
COMPANY INSURANCE.  
THE CHOSEN PACKAGE  
COVERS YOUR  
BUSINESS ACCORDING  
TO YOUR NEEDS.**

**The Benefits Guide is valid from April 1, 2022. It contains general terms and conditions for property and third-party liability insurance, provides relevant information about the product and explains all you need to know.**

In the Benefits Guide, we - as the insurer - address you as:

- **the policyholder**, who concluded with us the insurance contract, **and, at the same time**
- **the insured**, whose property and liability is covered by the insurance and whose rights and obligations are set out in the Benefits Guide.

The Benefits Guide:

- describes in detail the insurance packages, what is covered and what is not covered,
- informs about the procedure for reporting an insured event and defines insurance terminology,
- provides useful tips how to improve security in your company,
- gives answers to frequently asked questions.

**The Benefits Guide forms an inseparable part** of the insurance contract by which you have taken out coverage in the scope of the chosen insurance package.

Please read carefully both documents, as they contain additional conditions for your insurance (e.g. duration of coverage, sum insured, premiums). MY COMPANY insurance is governed by laws of the SR; we use Slovak language for communication purposes.

If you still have questions after going through the documents, feel free to contact us at +421 2 50 122 222 or

[allianzsp@allianzsp.sk](mailto:allianzsp@allianzsp.sk)

# **2. PRODUCT DESCRIPTION – TERMS AND CONDITIONS**

**WE WOULD LIKE  
TO INTRODUCE A  
COMPREHENSIVE  
INSURANCE PRODUCT  
FOR YOUR COMPANY.**

# 2.1 WHAT DOES THE PRODUCT COVER?

**In this section, you will find relevant information about insurance cover provided MY COMPANY insurance. Your insurance covers only risks included in the chosen package. The details of your selected package can be found in this Guide and your insurance contract.**

The aim of this insurance is to protect your company and to restore the loss or damage that may have been caused by insured risks to the content, stock as well as building in which you carry out your business (if you have building insurance), and to compensate damage caused in connection with your insured business activities to a third party.

## **Which business activities defined by SK NACE-codes are covered?**

The insurance covers all your business activities you are legally authorised to carry out at the time of occurrence of an insured event, with the exception of excluded activities and objects. Decisive for the conclusion of the insurance contract and determination of the amount of premiums is your main business activity defined by SK NACE code published at the generally accessible external source FINSTAT.

## **Which business activities are not covered?**

Business activities and objects presented in chapter 2.2 WHAT ARE GENERAL EXCLUSIONS FROM THE PRODUCT?

## OBJECTS OF PROPERTY INSURANCE

### What is covered?

Company's movable property (content) and/or building in which you carry out your business and which is located at the place of insurance (if you have building insurance) regardless if you are its owner or leaseholder.

All **movable property** owned by you.

All **content (movable property)** owned by a third person, if you are using the property based on a written contract, or have taken it over in the course of provision of a service.

Depending on kind of your business activity, it may include:

- **fixed assets and movables:** machines, appliances, equipment, technology, vehicles serving as industrial machines, tools, furniture, office equipment, steering and control units, transformers, telecommunication devices, warehouse equipment, sports equipment etc.; covered are also personal belongings of your employees which are usually brought to workplace,
- **stocks:** stocks in the warehouse, raw and other materials, semi-manufactured or finite products, products being under processing in warehouse including their filled or empty packaging (boxes, bottles, sacks, cases etc.), objects accepted for repair or further processing,

goods from contractors,

- **movable property** customarily located or intended for use outdoors, technological installations, tanks, property which, according to norms or customs, is stocked in open air, provided they are protected against theft (described in chapter 2.3); covered are also advertising boards, billboards and other devices intended for presentation and advertising within 300 m from the place of insurance,
- **valuables and works of art** (valuables, items of artistic, collector's or historical value and antiques) are covered up to the limit specified in your insurance contract.

### Building

- **building, hall or structure**, owned/co-owned by you or by a natural person who is a partner in your company or who is authorised to act on behalf of the company or which you lease based on a contract; the building is covered including its construction elements, technical or power-generating equipment and technologies built-in in or firmly attached to the structure, external staircases and connection lines belonging to the structure, objects firmly attached to the outer side of walls (e.g. sun-blinds, pergolas, aerials, air-conditioning equipment, solar panels) included in the sum insured of the building; and/or
- **auxiliary structure**, which is a structure built according a



construction permit or a small structure reported to the building authority, if it is firmly attached to the ground and is located at the place of insurance, and/or

- **construction works**, carried out at your own expense in rented premises at the place of insurance.

### What is not covered?

- Building
  - constructed or adjusted contrary to generally binding legal regulations,
  - unused for a prolonged period or used for other purposes than it was intended for and not conforming to the prescribed security standards for the existing use,
  - in poor technical condition,
  - for which a valid demolition order has been issued,
  - under construction or reconstruction, or a building without building certificate; building, on which construction changes are carried out for which a building permit or notification of building authority is required, including movable property in such buildings or immovable property,
- Water, land, fields, forests, plants/ unharvested crops, livestock, harvested crops and livestock products stored outdoors,
- Drilling rigs including accessories,
- Underground mines and caverns,
- Road vehicles,
- Public roadways including bridges, overpasses, tunnels, pedestrian overbridges and underpasses,

- Electricity, gas, water and heating distribution lines and electronic communication networks located more than 300 m from the boundary of the lot defining the place of insurance, if they are not included in the object of insurance,
- Software and databases,
- Coin machines, cash dispensing machines, ATMs and gambling machines including their content,
- Machines and equipment withdrawn from operation due to technical wear and tear and movable property unused for a prolonged period for the purpose it was intended for,
- Nuclear power-plants and facilities for nuclear fuel preparation, reactors and assemblies or nuclear components with radioactive, toxic, explosive or otherwise dangerous or contaminating properties,
- Arms or other devices employing nuclear fission and/or fusion or any other similar reaction or radioactive force.

## OBJECTS OF LIABILITY INSURANCE

### What is covered?

Your general **third-party liability including liability for damage caused by a defective product.**

Your general **third-party liability for damage caused by the discharge of polluting substances** if you selected the package MAX.

# PACKAGES OVERVIEW

An overview of insurance packages you can select from in the insurance contract

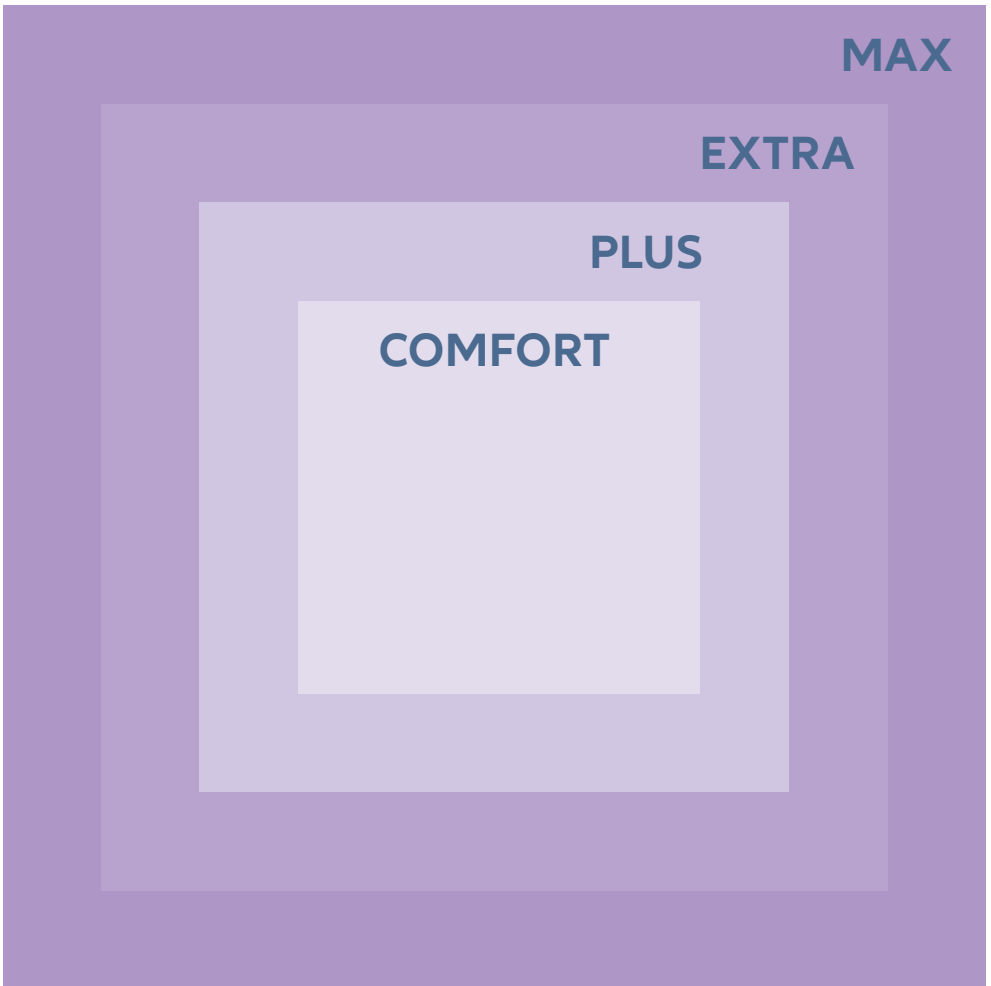
We offer four packages of MY COMPANY insurance:

- COMFORT - with basic coverage,
- PLUS - with extended coverage,
- EXTRA - with comprehensive coverage,
- MAX - with maximum coverage.

In the following chapter you will find information about cases when we will pay insurance benefits/compensation depending on the MY COMPANY insurance package you have selected.

Please read also information on situations to which general exclusions from insurance apply. In such cases, we cannot pay any insurance benefits/compensation.

**WE OFFER FOUR  
PACKAGES OF  
INSURANCE.**



# TABLE OF COVERAGES

PROVIDED COVERAGES	COMFORT	PLUS	EXTRA	MAX
FLEXA	✓	✓	✓	✓
NATCAT	✓	✓	✓	✓
BUSINESS INTERRUPTION	✓	✓	✓	✓
GENERAL LIABILITY INCLUDING DEFECTIVE PRODUCT	✓	✓	✓	✓
INSURED EXPENSES	✓	✓	✓	✓
ASSISTANCE (BASE)	✓	✓	✓	✓
WATER DAMAGE		✓	✓	✓
GLASS BREAKAGE		✓	✓	✓
BURGLARY, ROBBERY			✓	✓
VANDALISM			✓	✓
BREAKDOWN OF MACHINERY AND ELECTRONIC DEVICES (INCLUDING SHORT-CIRCUIT AND OVERVOLTAGE IN CONSTRUCTION ELEMENTS)				✓
GENERAL LIABILITY FOR DAMAGE CAUSED BY DISCHARGE OF POLLUTANTS (BODILY INJURY, MATERIAL DAMAGE)				✓
ASSISTANCE (EXTENDED)				✓

## EARTHQUAKE – OPTIONAL FOR ALL PACKAGES

You will find a detailed description of coverage in next chapters of the Guide.

## COVERAGE DEFINITIONS

Covers damage caused by fire, smoke, lightning, explosion, implosion, impact of falling aircraft, sonic boom and impact of vehicle.

Covers damage due to natural events (flood, inundation, windstorm, gale, hail, atmospheric precipitation, landslide, burden of snow, avalanche, volcanic eruption and impact of falling objects).

Covers loss incurred during the term of insurance due to interruption or limitation of you operations, caused by an event covered in the selected package.

Covers your liability for damage (bodily injury, material damage) caused to a third person/damaged party in the course of your insured business activities, by products delivered and services provided by your company, provided the damage occurs during the term of insurance.

Covers your expenses incurred due to an insured event and expenses spent for averting an imminent insured event or limiting of its effects (e.g. removal, cleaning, drying of insured objects or construction elements, removal of debris to the nearest dump etc.).

Assistance provided in case of a technical emergency, blocked door or other emergency assistance.

Covers damage caused by water from plumbing, including damage by rising water.

Covers breakage of components of your property made of glass or other similar material intended for the same use (polycarbonate, plexi-glass etc.).

Covers burglary or robbery of your property.

Covers damage to your property due to vandalism.

Covers damage to your machines and electronic devices due to an unexpected event occurring during their operation or during a pause in operation or during installation, and damage caused by incorrect setting of machines, over-pressure, short-circuit, overvoltage etc.

Covers your liability for damage (bodily injury, material damage) caused to a third person/the damaged person, due to accidental escape of pollutants in connection with your insured activity or by your faulty product or provided services.

Assistance with renewal of data.

Covers damage to your property by earthquake.

**FLEXA****What is covered?**

Damage caused by:

- Fire (including damage caused by firefighting measures),
- Smoke,
- Lightning,
- Explosion,
- Implosion,
- Impact of falling aircraft,
- Sonic boom,
- Impact of a vehicle.

**What is not covered?**

Damage caused by:

- Short-circuit, over-voltage or induction if the resulting flame has not spread,

## NATURAL CATASTROPHES COVERS DAMAGE DUE TO NATURAL EVENTS.

- Smouldering,
- Utility or purposeful fire or heat from a manufacturing/operating, heating and similar facility,
- Explosion in a chimney, solid-fuel furnace, fireplace or stove,
- Controlled explosion during blasting and similar works,
- Impact of a vehicle driven by you or your agent, or caused to the vehicle itself or its load,
- Explosion in the combustion chamber of a combustion engine or other devices.

**NATURAL CATASTROPHES (NAT CAT)****What is covered?**

Damage caused by:

- Flood, inundation,
- Windstorm, gale,
- Hail, atmospheric precipitation,
- Landslide, burden of snow, avalanche,
- Volcanic explosion,
- Impact of falling objects.

**What is not covered?**

Damage caused by:

- Flood at less than 10-year maximum streamflow or inundation caused by regulated release of water from a water stream or reservoir,
- Landslide caused by human activity (e.g. mining, drilling, landscaping works) or by a landslide that, taking into account the situation at the place of insurance, could have been

expected (i.e. its occurrence has been more frequent than once in the last ten years before the insured event),

- Impact of a falling object due to human activity,
- Soil subsidence,
- Penetration of atmospheric precipitation or impurities through an open window, doors or other structurally unclosed opening, if the opening is not the result of a windstorm.

### BUSINESS INTERRUPTION

The insurance covers loss of profit and fixed costs incurred during a period of business interruption due to an insured event covered under MY COMPANY insurance package you chose.

#### What is covered?

- Lost profit which you would have earned during business interruption if the interruption of business would have not occurred, however, not longer than for 3 months
- Fixed costs, i.e. payments which are due and obligatory even if your operation is interrupted and their payment is necessary and you would have earned the resources to cover the payments if the material damage which caused the business interruption would have not occurred (e.g. costs of salaries necessary for the retention your employees, rental

costs, costs of energies, insurance, leasing, repayment of and interest on bank loans etc.)

You are entitled to insurance benefits if the event at the time of its occurrence is covered by the insurance and results in material damage to property covered by this insurance.

We will pay insurance benefits if the business interruption is longer than 3 successive days.

We shall compensate loss incurred during a period of maximum 3 months from the occurrence of business interruption.

#### What is not covered?

- Loss in consequence of damage or destruction of property not covered by the insurance or caused by an uninsured event
- Loss caused by damage, destruction or loss of cash, accounting books, securities, deeds, projects, drawings, data media or records
- Loss on financial operations
- Loss incurred due to lack of capital for timely reconstruction or replacement of damaged or lost property
- Loss caused by the interruption or deficiency in the supply of water, gas, electric power or any other goods or services from subcontractors if the interruption is not related to

an insured event covered by the insurance package MY COMPANY you chose

- Operating costs the increase or decrease of which is related to the increase or decrease in production, i.e. which are directly dependent on turnover
- Business interruption due to machinery breakdown
- Expenses of purchased products, services, raw and other materials, except expenses spent on maintenance of operation necessary to reduce the duration of business interruption, and expenses including minimum payments for energies (flat-rate/subscription fees not depending on consumption)
- Turnover tax, custom duties, consumer tax
- Leasing payments for property destroyed by material damage for which we provided claim payment
- Transportation and export costs and communication expenses if not payable based on a contractually agreed obligation
- Insurance premiums dependent on turnover
- License and inventor fees dependent on turnover, trade marks
- Profit or fixed costs not related to manufacturing, trade or industrial operations, e.g. from financial operations or land trade
- Other fixed costs that are not directly related to the operation of

your company or performance of your business activities (bank and other service fees, interest on loans, membership, license or investor fees)

- Variable operating costs directly depending on business activities (e.g. business trips etc.)
- Property sanctions (fines, penalties) which you are obliged to pay in case of non-compliance with or breach of your obligations
- Expenses for mitigation of damage, if, by their spending, you generated a benefit for a period exceeding 3 months
- Profit which you would have not earned and fixed costs you could not cover by your income if the business interruption would have not occurred

### **GENERAL THIRD-PARTY LIABILITY INSURANCE INCLUDING PRODUCT LIABILITY**

#### **What is covered?**

If, according to legal regulations, you are liable for damage caused to a third party in connection with your insured business activity or by your defective product, the insurance covers:

- Bodily injury,
- Material damage,
- Damage to leased immovable property/leased apartment the maximum compensation being the sublimit specified in the insurance contract,
- Damage to property of employees or visitors in storage, including



- their theft, if the theft occurred by evidently forceful overcoming of a theft-prevention barrier or measures,
- Damage to property you took over with the purpose of fulfilling your obligations concerning the property (repair, maintenance or other professional activities) with the exception of the following business activities: NACE code 43330 - Wall tiling and floor covering, NACE code 43340 - Painting and glazing, NACE code 43390 - Other construction and building completion works , NACE code 43290 - Other construction installations, NACE code 43990 - Other specialised construction works , NACE code 96010 - Laundry and dry-cleaning of textile and fur products; NACE code 75000 - Veterinary activities, however, only up to the limit specified in the insurance contract,
  - Damage to a motor vehicle you took over for the purpose of fulfilling your obligations concerning the vehicle (repair, maintenance or provision of other professional activities) provided you have a valid license for any of the following activities: NACE codes section 29 - Manufacture of motor vehicles, trailers and semi-trailers; NACE code 454000 - Sale, maintenance and repair of motorcycles and related parts and accessories; NACE code 52210 - Service activities incidental to land transportation; NACE code 49410



- Freight transport by road - only transport of a vehicle on the loading area of a truck (towing service); NACE code 71200 - Technical testing and analysis (Slovak Technical Control, Emission Control, originality check); NACE code 81290 - Other cleaning activities (car wash); however, maximum compensation being the sub-limit specified in the insurance contract,
- Material damage to over-ground or underground lines, excluding the coverage of other consecutive property loss or loss of profit connected with the damage of lines,
- Claims concerning provided medical care or paid benefits submitted to us by health insurers of the Social Insurance, including in case of workplace accident for which you are liable to your employee,
- Compensation of costs of your legal representation in proceedings connected with claims submitted to us due to damage for which you are liable and which is covered by this insurance.

The insurance covers your liability even if the damage has been caused by your employees or subcontractors you used to carry out the insured business activity.

#### **Liability for damage caused by your defective product.**

A product is deemed defective if it does not meet the safety requirements

that the third party is entitled to expect, taking into consideration all circumstances, including:

- Presentation of the product,
- Use the product for intended purposes,
- The date of product distribution.

A product cannot be considered defective only for the reason that another, better product was distributed later.

**General Third Party-Liability covers damage incurred during the term of insurance as a result of an accidental loss event (“Loss Occurrence” principle) that occurred in an European Union (EU) country or (EFTA) country.**

#### **What is not covered?**

The insurance does not cover:

- Loss of profit or financial loss which is not a consequence of material damage or bodily injury,
- Any loss occurring at the time when you are not licensed to carry out the business activity, due to which the damage occurred,
- Any loss for which you are liable due to compliance with obligations set out in contracts or agreements, which you have assumed in excess of the scope set out in generally binding legal regulations. However, this exclusion does not apply to damage for which you would have been liable pursuant generally binding legal regulation even if you would

have not assumed the liability by a contract or agreement,

- Bodily injury of your employee or any other person you engaged to work for you, including workplace accidents and occupational diseases, if such bodily injury occurs during or due to work carried out for you,
- Damage caused by the operation of a motor vehicle which is covered by obligatory contractual motor third-party liability insurance,
- Damage caused by you or any person you appointed, arising from the ownership, management, maintenance, operation, loading,

unloading, loaning out or entrusting of any aircraft or other device capable of movement in the atmosphere, or of a watercraft,

- Damage on movable property which has been leased, loaned, rented to you or any person appointed by you, or which you use for the purpose of your business activities, (items in use),
- Damage to property/animal which you have taken over for the purpose of carrying out your obligations (repair, maintenance or provision of other professional service), only in case of the following business activities: NACE code 43330 - Wall



tiling and floor covering, NACE code 43340 - Painting and glazing, NACE code 43390 - Other construction and building completion works, NACE code 43290 - Other construction installations, NACE code 43990 - Other specialised construction works, NACE code 96010 - Laundry and dry-cleaning of textile and fur products, NACE code 75000 - Veterinary activities,

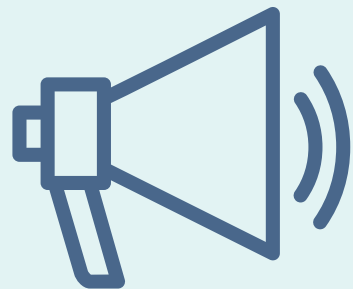
- Damage caused to those parts of movable or immovable property on which you or any person appointed by you were carrying out any activities if the damage occurred as a consequence or during these activities the exclusion does not apply to damage on property or motor vehicle taken over for the purpose of fulfilling your obligation. The exclusion remains in force in respect of your own product/work,
- Damage to any part of movable or immovable property which must be reconstructed, repaired or replaced due to defective work on the property by you or any person appointed by you,
- Damage to your product,
- Product recall, including repair, replacement, investigation, reconditioning, setting or removal of the product or any of its parts, if the product recall is connected with a detected or assumed defect, deficiency or dangerous properties of the product,
- Damage caused to property by

planned or purposeful mixing or connecting with your product lacking required functional or quality parameters,

- Any claim in connection with or in consequence of a financial loss resulting from the impossibility to use, process, sell or distribute a material object which itself has not been physically damaged, but nevertheless contains a product of the insured which is or is assumed to be defective, non-compliant or dangerous,
- Loss due to any unauthorised product or product that has been put into circulation, operation or use not in compliance with the law,
- Loss caused by improper use of the product by the damaged party,
- Loss arising from or any claim related to real, assumed or imminent leakage, discharge, dispersion or spill of any polluting substances. However, this exclusion does not apply to damage caused by heat, soot or smoke arising from a fire. For this purpose, fire shall mean any fire which originated or spread by its own force from the intended fireplace,
- Loss caused by computer programming, consulting and related services,
- Any claim related to unauthorised processing or manipulation of any data by you or other person; to breach of regulations or contractual obligations related to

data administration, manipulation or protection ; to failure of any security measures of any computer or other technical equipment resulting in unauthorised access to any data or their acquisition; to purposeful intervention or attack of any person on any information system, including re-routing of data-flow or implementation of a harmful program or code; including any financial loss resulting from interruption of your operation caused by inaccessibility of your computer system due to any cause.

- Loss caused by nano-particles, nano-materials or nano-technologies,
- Loss that arises from investigation, advisory, assessment, consulting, design or legal consulting services (intellectual activity),
- Loss that arises from services related to development, approbation, approval of any maps, drawings, reports, research, assessment, design, job assignment, specification or project documentation,
- Loss caused by the provision of medical and pharmaceutical care or clinical testing,
- Damage resulting from a forwarding or goods transportation contract,
- Damage caused due to vibrations, demolition or removal works - this does not apply to demolition works inside buildings,
- Damage in consequence of or caused by electro-magnetic fields or their radiation,
- Loss due to genetic changes of organisms or plants,
- Loss due to action of formaldehyde, asbestos, silica, persistent organic substances, methyl-tert butyl ether, lead or mercury,
- Damage caused in connection with the ownership, maintenance or operation of railways, rail lines, trolley-bus lines and cable-car lines, with the exception of ski cable lifts or suspended lines,
- Damage caused by any manufacturing, design, repair, maintenance, distribution or sale of aircraft or other devices capable of motion in the atmosphere, of their



- parts or components,
- Damage caused by tobacco or tobacco products,
- Loss caused by the failure to deliver your product,
- Any damage resulting in a claim due to unauthorised interference with the rights relating to protection of personality,
- Claims for compensation of loss granted by applicable court in the United States of America (USA) or Canada adjudicating on rights and duties of legal entities or natural persons,
- Claims for the compensation of contractual, administrative or punitive sanctions or fines of any kind, i.e. so-called punitive damages or exemplary damages,
- Damage caused to a legal entity in which you as the insured have any capital participation, in case of material damage the compensation shall be reduced proportionally to your capital share,
- Claims raised in accordance with the Directive 2004/35/CE of the European Parliament and of the Council on environmental liability with regard to the prevention and remedying of environmental damage, or pursuant generally binding legal regulations governing environmental liability or remedying of environmental damage,
- Theft of laptops, tablets, cell phones, video cameras, still cameras,
- watercraft, aircraft, boats, motor vehicles and their accessories, skis, snowboards, scooters, bicycles or navigation systems (GPS) of your employees or visitors,
- Loss caused to money, securities, policy papers, deeds or jewels,
- Damage caused by grazing livestock or wild animals on grass-fields, garden, field or forest crops,
- Loss caused by AIDS/HIV, human medicaments, drugs, veterinary medicaments, blood, blood derivatives or vaccines,
- Damage caused by infectious or transferable diseases of any kind, with the exception of Salmonella or Listeria infection.

## THE INSURANCE DOESN'T COVER LOSS CAUSED BY NANO-PARTICLES, NANO-MATERIALS OR NANO-TECHNOLOGIES.

### INSURED EXPENSES

#### What is covered?

Adequate and effectively spent expenses for averting an imminent insured event or for limiting its consequences (e.g. guarding of unprotected facilities after an insured event, replacement of locks in entrance doors to the building, to a safe-deposit box or strong-room after damage, destruction or loss of the key due to theft or robbery etc.).

Expenses after an insured event for:

- Removal, cleaning, drying of insured items or insured building elements including dismantling of standing parts, removal of debris and other remains to the nearest waste dump and their disposal (removal costs); we will pay insurance benefits up to the limit specified in the insurance contract in excess of the sum insured for movable property and sum insured for the building,
- Storage of the insured items in rented premises if your premises cannot be used,
- Dismantling and following re-installation of undamaged building elements, undamaged insured items and necessary construction works on undamaged building elements in connection with repair or replacement of damaged, destroyed or lost items after an insured event,
- Restoring/refilling of fire protection/ fire extinguishing systems (manual extinguishers, sprinklers).

### ASSISTANCE (BASE)

#### What is covered?

Events caused by technical emergency or locking of door and other emergency assistance.

In case of a technical emergency we will organise a serviceman/supplier and cover the cost of repair (travel and labour costs of the specialist as well as costs of necessary spare parts) to prevent further damage or impairment of the working conditions at the place of insurance in case of:

- Damage to the plumbing and/or drainage system,
- Blocked toilets, baths & sinks,
- Breakdown of the electricity supply system,
- Failure or breakdown of the main heating system and/or the hot-water supply provided by the main heating system,
- Damage to external locks, roof, doors or windows of your insured premises due to storm, fire, smoke, burglary, attempts of burglary or vandalism in which case we will provide a temporary emergency solution,
- Pest infestation inside your insured premises due to rats, mice, insects or nests of wasps and hornets (also nests of wasps and hornets on external wall, roof or roof soffit of your insured premises),
- Locked door (with mechanical locks), if you are locked out or inside your insured premises in which case we

will provide unlocking.

In case of lost or stolen key, we will cover the costs of locksmith labour in the replacement process.

The service provider has the right to check your identity you to prevent an error in the person having the power of disposition in respect of the immovable property (checking the ID document, written declaration about the relationship to the owner of the building).

**In case of a technical emergency, to prevent further damage or sustained impairment of your business conditions after the occurrence of the insured event, you should notify our 24-hour Emergency Call Centre +421 2 50 122 222.**

We will organize a visit of a qualified specialist.

The specialist can visit your business premises only in your presence or the presence of your representative.

The usage of Emergency Craftsman Assistance is limited to EUR 300 per insured event and a total of four insured events per year.

- Events that occurred before the beginning of your insurance contract and the consequences of these events
- Claims arising from the failure or disconnection of public services to your office (including electricity, water or gas supply), regardless of their cause
- Damage of an aesthetic/cosmetic nature (e.g. scratches, cuts, cracks)
- Damage that is caused by design, manufacturing or other faults subject to a recall by the manufacturer
- Damage to service items, that are regularly used and replaced or have a high level of wear (e.g. fuses, batteries, light bulbs, filling)
- Installations which are responsibility of the multi-occupancy building or the appropriate technical water, gas or power providers
- Cost of searching for damage (e.g. forging walls, dismantling appliances, disassembling bathroom fittings)
- Inspection, examination required by law and remedy measures to eliminate the identified shortcomings

## What is not covered?





## WATER DAMAGE

### What is covered?

Damage caused by:

- Water spillage from plumbing,
- Rising water from waste pipes,
- Water, liquid or steam from technological units, i.e. pipelines and elements intended for specific technological or production processes.

In case of occurrence of water damage, expenses for:

- Finding the ruptured pipe, its repair and restoring the pipe and its surroundings into its original condition, if you have building insurance,
- Escaped water or other medium.

### What is not covered?

Damage caused:

- By failure to perform maintenance or due to wear and tear,
- On boilers and furnaces of heating systems due to their breakdown or rupture; water damage due to such event on other insured items or building are however covered,
- During performance of pressure tests, repair or maintenance of the water supply equipment,
- By condensation.

**THE INSURANCE  
COVERS DAMAGE  
CAUSED BY WATER  
FROM PLUMBING,  
INCLUDING  
DAMAGE BY RISING  
WATER.**

## GLASS BREAKAGE

### What is covered?

Breakage of glass or similar material used for the same purposes (e.g. mirror, plexi-glass, polycarbonate etc.):

- Constituting the glazing or a component of furniture; aquarium with a volume exceeding 50 litres,
- In building elements (e.g. windows, doors, panels, glazing of built-in wardrobes or kitchen unit, stove glass top or induction cooker glass, mirrors firmly attached to the wall, fireplace glazing, advertising panels outside and inside the building, shop windows etc.), if you have building insurance.

### What is not covered?

- Breakage during transportation, repair, glazing, foil mounting, mounting or dismantling of grates, sun-blinds, roller-blinds or other items
- Breakage of lighting equipment
- Scratching, loss of artistic or historical value
- Glass components of machines and machinery



## BURGLARY, ROBBERY

### What is covered?

Damage caused by:

- Burglary,
- Vandalism after burglary,
- Damage of an insured building element during attempted theft,
- Robbery at the place of insurance,
- Robbery during transportation of valuables , e.g. of sales cash transported by you or your representatives in the Slovak Republic.

If you are a VAT-payer, we will also compensate the value added tax which you are legally obliged to pay to the Slovak state budget even though the

items have been stolen.

### What is not covered?

- Damage when the offender has left no marks of violence at points of entry, nor marks proving an offender's presence
- Theft when the offender has entered into insured premises which were not protected by safety measures in compliance with this Guide
- Theft caused by deliberate acts of your representatives at the place of insurance during a period when they were allowed to enter the place of insurance (e.g. during working hours)
- Theft following dysfunction, shutdown, incorrect use, or caused by misuse of safety systems by you or your representatives
- Robbery during contract of carriage based transportation
- Theft by fraud
- Unexplained loss or inventory shortage

## VANDALISM

### What is covered?

- Damage caused by intentional damage or destruction of an insured object, building or building element
- Damage by spraying, graffiti or gluing of posters is covered only up to the amount of expenses for re-painting or cleaning of the damaged part of the object, e.g. in case of a multi-storied structure, painting up to the directly affected level (floor)

### What is not covered?

Damage caused by:

- Spraying on movable property,
- Intentional acts of your representatives.



## BREAKDOWN OF MACHINERY AND ELECTRONIC DEVICES

### What is covered?

All machines, engineering and electronic devices and equipment (thereinafter also “machines”) you own (or are owned by a third person, if you use them pursuant a written contract, or you took them over in the course of providing a service pursuant a written contract) that successfully passed testing, handover and performance examination and were provably in operating condition, are properly maintained and used for intended purposes.

The insurance covers direct material damage to the insured machine caused by an accidental event that has occurred during the term of insurance at the place of insurance and is not excluded from the insurance, requiring repair or replacement and caused e.g. by:

- An unexpected work accident, such as faulty adjustment of machines, tear or breakage of some component parts during operation, failure of safety elements during operation or accidental penetration of foreign objects into the machine etc.

### What is not covered?

- Foundations and bases of machines and devices
- Fettleing, lining and applied layers in furnaces, fireplaces, boilers or other heat-producing devices, steam-producing devices or tanks
- Software, electronic data, data-bases, video-, sound- or other recordings
- Motor vehicles of M and L category
- Chassis, axles, gear, engine and cabin of N and O category vehicles, if the damage has occurred during their driving
- Bicycles
- Cell phones, video- and still-cameras

## THE INSURANCE COVERS DIRECT MATERIAL DAMAGE TO THE INSURED MACHINE CAUSED BY AN ACCIDENTAL EVENT.

If other damage of the machine for which we are obliged to provide claim payment has not occurred simultaneously due to the same cause, not covered are:

- Exchangeable parts of any kind, i.e. parts which are exchanged when the type of operation changes, or parts which must be several times replaced during the life of the machine due to their wear and tear (e.g. drills, blades, cutters, saw or other blades, abrasion wheels, belts, tools, instruments, forms, stampers, matrices, pattern- and rilled cylinders, composite, rubber or plastic lining, sieves, belts, ropes, tyres, glass or ceramic objects, hammer crushers),
- Adjuvants and working substances (e.g. fuel, filtration substance or inlay, cooling agents, cleaning medium, oil filling (with the exception of oil or gas filling in transformers), catalysts, chemicals, contact substances).

Not covered is also damage caused by:

- Direct consequence of long-term effects of operation or long-term disuse of the machine (e.g. due to corrosion, erosion, wear and tear, cavitation, oxidation, material fatigue etc.), due to long-term effects of chemical, biological or atmospheric agents; if consequential physical damage occurs on the insured

machine due to such effects, we will pay for such consequential damage if it is not excluded from the insurance,

- Defect or failure which existed at the time you insured the machine and which was or should have been known to you, regardless if it was known to us,
- Operation of the machine contrary to technical specifications or using the machine for a purpose for which it is not normally intended,
- Mounting, dismantling (if not carried out for the purpose of cleaning, maintenance or relocation at the place of insurance) or repair,
- Testing, pilot run, intentional overburden or experiments under abnormal conditions,
- During tunnelling or underground works,
- Soaking or flooding by mud during work on water-works,
- On electronic parts of the machine and on electronic devices without and external cause,
- Surface damage of the machine that does not affect its operation as well as damage covered by manufacturer's or constructor's warranty.

## GENERAL THIRD-PARTY LIABILITY FOR DAMAGE CAUSED BY ESCAPE OF POLLUTING SUBSTANCES)

### What is covered?

If, pursuant legal regulations, you are liable for damage caused to a third person due to an existing escape of polluting substances which occurred in connection with your business activities or your defective product, covered is the liability for:

- Bodily injury, material damage, damage on leased immovable property/leased apartment, if the escape of polluting substances has not been expected nor deliberately caused by you or persons appointed by you.

However, all following conditions must be met at the same time:

- The escape was sudden and unexpected and occurred in a European Union or EFTA country,
- The escape begun during the term of insurance,
- The escape was detected within 72 hours from its beginning,
- The escape caused bodily injury, material damage or damage on leased immovable property/leased apartment.

The insurance covers also expenses for your legal representation in proceedings regarding compensation for bodily injury or material damage in connection with a claim you are

liable for and which is covered by this insurance.

### What is not covered?

Damage specified in the part “General third-party liability including product liability – What is not covered?” - and the following expenses and damage:

- Costs for monitoring the harmful influence on water, soil or air, and costs of decontamination,
- Damage or escape of pollutants that could cause damage you were aware of before taking out the insurance,
- Bodily injury caused by carcinogenic influence of escaped substances,
- Costs of maintenance, repair or improvement of your operation equipment connected with its use or regular checking,
- Impairment or loss of underground substances (e.g. mineral oil, gas) which occurred as a result of underground work,
- Damage caused by gradual escape of polluting substances,
- Damage caused by or arising from the ownership or operation of waste dumps, disposal or burning of waste,
- Damage caused by geological survey or mining of minerals, production of crude oil or gas.



## ASSISTANCE (EXTENDED)

### What is covered?

We will arrange and pay the costs of data recovery in case of loss of data due to electronical breakdown of your business appliance (PC, notebook, tablet) if the following conditions are met:

- They are installed at your company address specified in the insurance policy,
- They do not exceed the 5 years' lifespan as the date of the original purchase receipt (if no original purchase receipt is available, the age of appliance shall be verified by the specialist at our cost).

**WE WILL COVER  
BODILY INJURY  
AND MATERIAL  
DAMAGE  
RESULTING FROM  
THE ESCAPE  
OF POLLUTING  
SUBSTANCES.**

In case of a loss of your data, you will have access to our assistance partner's 24-hour Emergency Call Centre, which will assign one of our partner workshops to diagnose and determine if the lost data can be recovered. For that, you have to send the broken appliance the designed workshop in which case we will cover the cost of transportation. After a successful recovery of the data, the specialist will arrange with you the time of return of the appliance (Monday to Friday, within working hours from 9:00 to 17:00). Please bear in mind that we cannot guarantee successful recovery of the data.

For the data recovery, depending on the type of appliance, you need to send us either the whole broken appliance or just the hard disk of the broken appliance. Please be aware that in special cases it is necessary to open the hard disk, which then cannot be used anymore after the data recovery. In such cases, we will need your approval to open the hard disk.

The usage of data recovery is limited to EUR 2 000 per insured event and a total of one insured event per year.

### What is not covered?

- Events that occurred before the beginning of your insurance policy and the consequences of these events
- Loss of software programs
- Loss due to failure (e.g. crash or malfunctioning) of the file system
- Loss which is not related to electronical breakdown of the hard disk (e.g. failure in operating system, virus, malware)
- Loss due to improper storage, design fault or electrical supply other than a power variation or surge
- Loss caused by temperature variation, pollution, heat or by act of nature
- Loss caused by liquid damage or accidental damage of the appliance
- Costs of any repairs without the prior approval of the insurer, in case repair wasn't arranged through our Emergency Call Centre
- Costs or replacement of the broken appliance/hard disk itself
- Costs of software installation

### EARTHQUAKE

#### What is covered?

Damage caused by tremors of the Earth surface caused by geophysical

processes inside the Earth the effects of which, at the place of insurance, reach at least Grade 6 of the macro-seismic earthquake scale EMS 98 (European Macro-Seismic Scale).



**TABLE OF LIMITS**

This table provides important information about limits of coverage for the insurance package you choose.

The sum insured and limits of coverage in EUR applying to the insurance you contracted are specified in your insurance contract.

**Provided coverage**

	EUR 0
	BASE LIMIT
General third-party liability including product liability. The limit applies to one insured event. Total limit for all loss events in one period of insurance is maximum double the limit.	EUR 100 000
Damage of items taken over by the insured for the purpose of execution of an obligation (repair, maintenance or provision of other professional service excl. the NACE codes „construction“, „laundry“, „veterinary activities“)	EUR 5 000
Damage of leased building/leased apartment	EUR 100 000
Damage of motor vehicle taken over by the insured for the purpose of execution of insured’s obligation (repair, maintenance or provision of other professional activities), in case the insured has a license for NACE codes listed in policy terms and conditions	EUR 100 000
Property (content and buildings)	Base limit (% SI)
Sum insured for content (C) from EUR 1 000 to 10 000 000	SI
Of this, works of art and valuables	5 % of SI C
Property of employees	EUR 1 000
Sum insured of building from EUR 5 000 to 10 000 000	SI
FLEXA (fire, smoke, lightning, ex-/implosion, crashing of aircraft incl. sonic boom, impact of a vehicle)	100 %
Natural catastrophes (atmospheric precipitation, windstorm, hail, gale, flood, inundation, volcanic explosion, landslide, burden of snow/avalanche, impact of falling trees, masts or other objects)	100 %
Insured expenses	100 %
Removal expenses	additional 10 % to SI
Assistance (Base)	300
Business interruption (additionally to the sum insured)	max. 10 % of turnover, max. EUR 100 000; cover duration max. 3 months
Water damage	20 % of SI C and 20 % of SI building
Glass breakage	5 % of SI C and 5 % of SI building
Burglary, robbery	20 % of SI C and 20 % of SI building
Vandalism without overcoming security measures	5 % of SI C and 5 % of SI building
Breakdown of machinery and electronic devices (incl. short-circuit, overvoltage in building elements)	50 % of SI C
Assistance services (extended)	EUR 2 000
Third-party liability for damage caused by escape of polluting substances (bodily injury, material damage) – sub-limit for one and all loss events	EUR 50 000
Earthquake – optional for all packages	100 %

Limits of coverage

Package

- 1 mil	above 1 mil. EUR – 5 mil. EUR		above 5 mil. EUR – 50 mil. EUR		COMFORT	PLUS	EXTRA	MAX
INCREASED LIMIT	BASE LIMIT	INCREASED LIMIT	BASE LIMIT	INCREASED LIMIT				
EUR 500 000	EUR 100 000	EUR 1 000 000	EUR 200 000	EUR 5 000 000				
Sub-limit for one and all loss events								
EUR 10 000	EUR 5 000	EUR 10 000	EUR 5 000	EUR 10 000				
EUR 500 000	EUR 100 000	EUR 1 000 000	EUR 200 000	EUR 1 000 000				
EUR 500 000	EUR 100 000	EUR 500 000	EUR 200 000	EUR 500 000				
Increased limit (% SI)	Base limit (% SI)	Increased limit (% SI)	Base limit (% SI)	Increased limit (% SI)				
SI 10 % z of SI C EUR 1 000 SI	SI 5 % z of SI C EUR 1 000 SI	SI 10 % z of SI C EUR 1 000 SI	SI 5 % z of SI C EUR 1 000 SI	SI 10 % z of SI C EUR 1 000 SI				
100 %	100 %	100 %	100 %	100 %				
100 %	100 %	100 %	100 %	100 %				
100 %	100 %	100 %	100 %	100 %				
add. 20 % to SI 300	add. 10 % to SI 300	add. 20 % to SI 300	add. 10 % to SI 300	add. 20 % to SI 300				
max. 20 % of turnover, max. 200 000; cover duration max. 3 months	max. 10 % of turnover, max. 250 000; cover duration max. 3 months	max. 20 % of turnover, max. 500 000; cover duration max. 3 months	max. 10 % of turnover, max. 500 000; cover duration max. 3 months	max. 20 % of turnover, max. 1 000 000; cover duration max. 3 months				
100 %	20 % of SI C and 20 % of SI building	100 %	20 % of SI C and 20 % of SI building	100 %				
100 %	5 % of SI C and 5 % of SI building	100 %	5 % of SI C and 5 % of SI building	100 %				
100 %	20 % of SI C and 20 % of SI building	100 %	20 % of SI C and 20 % of SI building	100 %				
100 %	5 % of SI C and 5 % of SI building	100 %	5 % of SI C and 5 % of SI building	100 %				
90 % of SI C EUR 2 000	50 % of SI C EUR 2 000	90 % of SI C EUR 2 000	50 % of SI C EUR 2 000	90 % of SI C EUR 2 000				
EUR 100 000	EUR 50 000	EUR 100 000	EUR 50 000	EUR 100 000				
100 %	100 %	100 %	100 %	100 %				

# 2.2 WHAT ARE GENERAL EXCLUSIONS OF THE PRODUCT?

In the previous section you learned what does the product MY COMPANY cover and what is not covered.

Your business activities may include situations where general exclusions of the product apply. In such cases, we will not cover the damage.

Please read below to which situations this applies. The information is relevant for all coverages within the insurance package you chose.

**EXCLUDED ACTIVITIES not covered by MY COMPANY insurance**  
**(List of excluded SK NACE codes)**

Code	Official name
02100	Silviculture and other forestry activities
02200	Logging
02401	Forestry service activities
02402	Logging service activities
02409	Other support services to forestry
05100	Mining of hard coal
05200	Mining of lignite
06100	Extraction of crude petroleum
06200	Extraction of natural gas
07100	Mining of iron ores
07210	Mining of uranium and thorium ores
07290	Mining of other non-ferrous metal ores
08110	Quarrying of ornamental and building stone, limestone, gypsum, chalk and slate
08120	Operation of gravel and sand pits; mining of clays and kaolin
08910	Mining of chemical and fertiliser minerals
08920	Extraction of peat
08930	Extraction of salt
08990	Other mining and quarrying n.e.c.
09100	Support activities for petroleum and natural gas extraction
09900	Support activities for other mining and quarrying
10410	Manufacture of oils and fats
10420	Manufacture of margarine and similar edible fats
10610	Manufacture of grain mill products
10620	Manufacture of starches and starch products
11010	Distilling, rectifying and blending of spirits
12000	Manufacture of tobacco products
13100	Preparation and spinning of textile fibres
13200	Weaving of textiles
13300	Finishing of textiles
13910	Manufacture of knitted and crocheted fabrics
13921	Manufacture of bed linen and made-up textiles furnishing articles
13922	Manufacture of furnishing articles, except carpets
13929	Manufacture of other made-up textile articles, except apparel
13930	Manufacture of carpets and rugs
13940	Manufacture of cordage, rope, twine and netting
13950	Manufacture of non-wovens and articles made from non-wovens, except apparel
13960	Manufacture of other technical and industrial textiles
13990	Manufacture of other textiles n.e.c.
14110	Manufacture of leather clothes
14120	Manufacture of workwear
14130	Manufacture of other outerwear
14140	Manufacture of underwear
14190	Manufacture of other wearing apparel and accessories
14200	Manufacture of articles of fur
14310	Manufacture of knitted and crocheted hosiery
14390	Manufacture of other knitted and crocheted apparel
16100	Sawmilling and planing of wood
16210	Manufacture of veneer sheets and wood-based panels

16220	Manufacture of assembled parquet floors
16231	Manufacture of builders' carpentry and joinery
16232	Manufacture of prefabricated buildings or elements thereof
16239	Manufacture of other builders' carpentry and joinery n.e.c.
16240	Manufacture of wooden containers
16290	Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials
17110	Manufacture of pulp
17120	Manufacture of paper and paperboard
17210	Manufacture of corrugated paper and paperboard and of containers of paper and paperboard
17220	Manufacture of household and sanitary goods and of toilet requisites
17230	Manufacture of paper stationery
17240	Manufacture of wallpaper
17290	Manufacture of other articles of paper and paperboard
19100	Manufacture of coke oven products
19200	Manufacture of refined petroleum products
20110	Manufacture of industrial gases
20120	Manufacture of dyes and pigments
20130	Manufacture of other inorganic basic chemicals
20140	Manufacture of other organic basic chemicals
20150	Manufacture of fertilisers and nitrogen compounds
20160	Manufacture of plastics in primary forms
20170	Manufacture of synthetic rubber in primary forms
20200	Manufacture of pesticides and other agrochemical products
20300	Manufacture of paints, varnishes and similar coatings, printing ink and mastics
20420	Manufacture of perfumes and toilet preparations
20510	Manufacture of explosives
20520	Manufacture of glues
20530	Manufacture of essential oils
20590	Manufacture of other chemical products n.e.c.
20600	Manufacture of man-made fibres
21100	Manufacture of basic pharmaceutical products
21200	Manufacture of pharmaceutical preparations
22110	Manufacture of rubber tyres and tubes; retreading and rebuilding of rubber tyres
22190	Manufacture of other rubber products
22210	Manufacture of plastic plates, sheets, tubes and profiles
22220	Manufacture of plastic packing goods
22230	Manufacture of builders' ware of plastic
22290	Manufacture of other plastic products
23110	Manufacture of flat glass
23120	Shaping and processing of flat glass
23130	Manufacture of hollow glass
23140	Manufacture of glass fibres
23190	Manufacture and processing of other glass, including technical glassware
24100	Manufacture of basic iron and steel and of ferro-alloys
24410	Precious metals production
24420	Aluminium production
24450	Other non-ferrous metal production
24460	Processing of nuclear fuel
24510	Casting of iron
24520	Casting of steel
24530	Casting of light metals



## 2.2 WHAT ARE GENERAL EXCLUSIONS OF THE PRODUCT?

24540	Casting of other non-ferrous metals
25400	Manufacture of weapons and ammunition
30400	Manufacture of military fighting vehicles
31010	Manufacture of office and shop furniture
31020	Manufacture of kitchen furniture
31030	Manufacture of mattresses
31090	Manufacture of other furniture
35110	Production of electricity
35120	Transmission of electricity
35130	Distribution of electricity
35140	Trade of electricity
35210	Manufacture of gas
35220	Distribution of gaseous fuels through mains
35230	Trade of gas through mains
35300	Steam and air conditioning supply
38110	Collection of non-hazardous waste
38120	Collection of hazardous waste
38210	Treatment and disposal of non-hazardous waste
38220	Treatment and disposal of hazardous waste
38310	Dismantling of wrecks
38320	Recovery of sorted materials
39000	Remediation activities and other waste management services
43130	Test drilling and boring
46160	Agents involved in the sale of textiles, clothing, fur, footwear and leather goods
46240	Wholesale of hides, skins and leather
46350	Wholesale of tobacco products
46410	Wholesale of textiles
46420	Wholesale of clothing and footwear
46470	Wholesale of furniture, carpets and lighting equipment
46650	Wholesale of office furniture
46710	Wholesale of solid, liquid and gaseous fuels and related products
46750	Wholesale of chemical products
46770	Wholesale of waste and scrap
47300	Retail sale of automotive fuel in specialised stores
47510	Retail sale of textiles in specialised stores
47530	Retail sale of carpets, rugs, wall and floor coverings in specialised stores
47781	Retail sale of household fuel
47790	Retail sale of second-hand goods in stores
47820	Retail sale via stalls and markets of textiles, clothing and footwear
47990	Other retail sale not in stores, stalls or markets
52100	Warehousing and storage
59120	Motion picture, video and television programme post-production activities
59140	Motion picture projection activities
71122	Geologic surveying
91020	Museums activities
91030	Operation of historical sites and buildings and similar visitor attractions
92000	Gambling and betting activities
93210	Activities of amusement parks and theme parks
93290	Other amusement and recreation activities
95240	Repair of furniture and home furnishings

**ADDITIONAL EXCLUDED ACTIVITIES not covered by third-party liability insurance  
(Extended list of SK NACE codes excluded from third-party liability insurance)**

Code	Official name
30110	Building of ships and floating structures
30120	Building of pleasure and sporting boats
30200	Manufacture of railway locomotives and rolling stock
30300	Manufacture of air and spacecraft and related machinery
32400	Manufacture of games and toys
33160	Repair and maintenance of aircraft and spacecraft
42110	Construction of roads and motorways
42120	Construction of railways and underground railways
42130	Construction of bridges and tunnels
49100	Passenger rail transport, interurban
49200	Freight rail transport
49310	Urban and suburban passenger land transport
49390	Other passenger land transport n.e.c.
49501	Transport via pipeline of gases
49502	Transport via pipeline of oil
49509	Other transport via pipeline
50100	Sea and coastal passenger water transport
51100	Passenger air transport
51210	Freight air transport
51220	Space transport
53100	Postal activities under universal service obligation
53200	Other postal and courier activities
59110	Motion picture, video and television programme production activities
77340	Renting and leasing of water transport equipment
77350	Renting and leasing of air transport equipment
78100	Activities of employment placement agencies
78200	Temporary employment agency activities
78300	Other human resources provision
79110	Travel agency activities
79120	Tour operator activities
79900	Other reservation service and related activities
84220	Defence activities
84230	Justice and judicial activities
84240	Public order and safety activities
84250	Fire service activities
84300	Compulsory social security activities
86100	Hospital activities



## **OBJECTS AND ACTIVITIES EXCLUDED FROM THE INSURANCE**

- Arms, ammunition, explosives
- Watercraft
- Aircraft and other devices capable of motion in the atmosphere
- Operation of shooting ranges
- Any activities connected with crypto-currencies, operation of computers for the purpose of mining, accumulation or exchange of crypto-currencies, including renting of computer capacity

## **DAMAGE NOT COVERED BY THE INSURANCE**

- Damage incurred in connection with an excluded activity (SK NACE) or excluded object
- Damage incurred before the beginning of your insurance
- Damage caused deliberately or by wilful negligence of you, your representative, persons you appointed to carry out the insured activities or persons acting upon your instigation
- Damage in consequence of mould or fungi of any kind
- Claims for the compensation of contractual, administrative and/or punitive sanctions or fines of any kind
- Wear and tear of a movable item, building or machine due to their use
- Damage to pipes before inspection report has been issued (applies only to property insurance)
- Damage to insured property caused by construction work or adjustments, in case the work or adjustments contributed to the cause of occurrence or extent of damage.

## **EXTRAORDINARY EVENTS NOT COVERED BY THE INSURANCE**

Damage caused by:

- Uprising, internal unrest, strike, war events, sabotage or interference of a public authority,
- Act of terrorism; excluded is also damage caused by measures for the control, prevention, suppression or otherwise related to an act of terrorism or danger of an act of terrorism,
- Effects of nuclear energy, ionising radiation or radioactivity,
- Explosion of a military weapon or use of a mass destruction weapon,
- Pandemics, epidemics.

## **OTHER DAMAGE NOT COVERED BY THE INSURANCE**

Damage caused by:

- Flood if, at the time of conclusion of the insurance contract, flood danger has been announced for the place of insurance,
- You, your representative or persons appointed to carry out the insured activity under the influence of alcohol, psychotropic or narcotic substances.

If you deliberately mislead us regarding substantial circumstances in respect of your title to insurance benefits/compensation of loss, or the amount of loss, we are entitled to receive from you a compensation of the provided claim payment.

### **SANCTIONS CLAUSE**

We will not provide any insurance protection (insurance cover) for your business or other activities, including insurance protection (insurance cover) of property, persons or third-party liability, nor shall we provide any other insurance benefit, payment or other benefits if

- such insurance protection (insurance cover),
- such business or other activities, or
- such insurance benefits or other payment or benefit would put us into jeopardy from sanctions, prohibition, limitation or violation pursuant decisions of the United Nations Organisation, or trade or economic sanctions, law or regulations of the European Union, United Kingdom of Great Britain and Northern Ireland or United States of America, or we would in such way violate any applicable economic or trade sanction arising from any generally applicable legal regulation of the Slovak Republic.



# 2.3 WHAT ARE YOUR RESPONSIBILITIES?

## – GENERAL OBLIGATIONS

**In this section we will inform you about responsibilities arising from the conclusion of the insurance contract, its validity or an insured event. Please read it carefully, as compliance with clearly defined rules is a basis for a good mutual relationship.**

If you break any obligations set out in the Guide and this affects the consequences of an insured event, or it prevents us to obtain evidence on the occurrence of the loss, we shall be entitled to compensation of paid benefits in the amount proportional to the gravity of the breach, or reduction or refusal or dismissal of the claim payment, depending on the effect of the respective breach of obligations had on the occurrence and extend of loss.

### YOUR RESPONSIBILITIES

You must:

- Provide us true and complete answers to all our written questions relating to the insurance which is being arranged,
- Get familiar with the insurance contract and all documents submitted by us,
- Pay the premium on time and in the manner agreed in the insurance contract,
- If we make a request, allow us to inspect the place of insurance and accounting or other documents, if this is necessary to ascertain or check any values related to the insurance,
- Inform us that you have taken out insurance for the same items of the object of insurance covering the same risk at another insurer and, if we make a request, inform us about the insurer's commercial name and amount of sum insured,
- Notify us about any change in

the information in your insurance contact,

- Take measures to prevent an insured/ loss event and take adequate measures to avert the event,
- Have a valid license for the insured activity,
- Comply with provisions of generally binding legal regulations and technical norms,
- Maintain all plumbing in a condition allowing their operation and arrange for its regular inspection; secure that stock and any items of stock type are stored in premises that are located on or below the ground floor are placed at least 12 cm above floor level; wilful breach of the above duties may have an effect on the extent and amount of claim payment,
- Keep a register of insured items and,

together with backup electronic data carriers, store the register in a way preventing it from being damaged, destroyed or lost together with the insured items,

- Inform without unnecessary delay the competent police authorities about theft or robbery of insured items, regardless of the amount of incurred loss,
- In case of a loss of key from the entrance door to the insured premises or from the safe-keeping object where the insured items are stored according agreed conditions, arrange without unnecessary delay a replacement of the lock by a lock of similar type and quality,
- Wait for our instructions to repair or remove the remains of insured items, if this is not at variance with security or sanitary regulations,
- With the exception of blockage of claim payment for a pledge, you are not authorised to cede any claim or title resulting from the insurance to a third person.

**INFORM US AS SOON AS POSSIBLE OF ANY CHANGE THAT HAS OCCURRED IN THE INFORMATION YOU PROVIDED DURING NEGOTIATION OF THE INSURANCE.**

**If you cause damage to another person, you need to:**

- Notify us about any third-party claim for compensation of damage that has been submitted, or any claim for a compensation of damage submitted to a court or other authority, as well as about any criminal proceedings that have started, and provide us contact information of your legal counsel,
- Inform us immediately also about

any incident that could trigger a third-party claim, even if you believe that you are not responsible for the damage,

- Refrain from accepting any obligation or responsibility without our written consent, nor accept any judicial compromise or pay settlement for the damage; otherwise we can refuse to pay compensation of the loss,
- During court trial or other proceedings for compensation of damage from third-party liability, wait for our instructions and submit legal remedy (we will cover the expenses of proceedings).

**When reporting a claim:**

- In respect of your property, you need to provide a detailed description of the damage as well as any evidence relating to the cause and conditions under which the damage occurred and the events that followed,
- Provide necessary co-operation in identification of the cause and extent of the damage, provide a truthful explanation of its occurrence and extent and submit documents we have requested,
- Provide necessary co-operation to our experts who are responsible for the identifying the causes and circumstances under which the damage has occurred, and share any additional information about the extent and amount of damage. If we need any additional information or documents, we shall contact you on

your email address or through our Call Centre,

- In case of damage to an item or motor vehicle which you have taken over for the purpose of fulfilling an obligation, please submit the contract for provision of work / job order,
- You must secure the right of compensation for the incurred loss or other similar right in respect of a third person and make a claim for the compensation of the incurred loss to the person who is liable for the loss,
- Inform us without unnecessary delay if the insured items or their remains which were lost or stolen in connection with the insured event have been found; after you take over the property, you must return the corresponding part of claim payment, reduced by expenses for the repair of the items.

**Protection against theft/robbery:**

For the determination of the amount of claim payment, decisive is the condition of safety measures at the time of occurrence of the insured event.

**Movable property** located in a **building** must be protected against theft by locking of all entrances against unauthorised entry. All elements of mechanical or electronic security systems must be functional and activated.

The prescribed level of security measures in premises depends on the limit of coverage agreed in your insurance contract. When dealing with a loss that occurred due to burglary,



we always take into consideration the way in which the perpetrator entered the place of insurance.

According your circumstances and depending on the limits of coverage for theft in your insurance contract, you may choose the most suitable combination of security measures

against theft corresponding to the agreed limit. If the prescribed security measures for the agreed limit are not complied with, we will provide claim payment from one insured event up to the maximum amount of limit of coverage corresponding to the level of your security measures existing at the time of the insured event.

Mechanical protection	Electronic security alarm (ESA) with external signal			
	without ESA	local	ATV/PSS *	ARC
	Limit** EUR	Limit** EUR	Limit** EUR	Limit** EUR
basic	up to 20 000	up to 50 000	up to 150 000	up to 200 000
extended	up to 50 000	up to 100 000	up to 200 000	up to 500 000
special	up to 100 000	up to 150 000	up to 250 000	above 500 000

\*PSS – security guards protecting a department store or shopping mall

\*\*Limit - the limit of coverage for theft specified in your insurance contract

**Data carriers containing accounting, production and operation documentation** must be protected against theft in a locked room in the building.

**Movable property outside a building (in the exterior)** must be protected against theft or damage by vandalism by a functioning fence with minimum height of 190 cm, with a locked gate. If the property is stolen or damaged by vandalism, we will pay for one insured event:

- up to 2 000 EUR,
- up to 20 000 EUR if the place is additionally guarded by personal security guards or ESA with local external signal,
- up to 50 000 EUR if the place is

additionally guarded by personal security guards armed with firearms prepared for defence (an alternative to a firearm is a watchdog), or ESA connected to an alarm receiving centre (ARC).

The above conditions for security measures and limits of claim payment are not applicable to vehicles, portable machinery and electronic devices and machinery and electronic devices built into or on a vehicle or its chassis.

If a robbery of insured items occurs in the building or on grounds at the place of insurance, we will pay compensation for one insured event if the place has been under supervision of a reliable person. If your limit of claim payment for robbery is more

than EUR 20 000, this person must additionally have the possibility to activate an ESA against robbery connected to an ARC, or the place must be guarded by personal security guards armed with firearms.

**Valuables** must be stored at the place of insurance in a locked safe-box with prescribed resistance grade according limit of claim payment agreed in your insurance contract. The room

where the safe-box is located must be locked and protected in the manner specified in the following table. You may select a suitable combination of security measures according your circumstances and agreed limit. If the prescribed security measures for the agreed limit are not complied with, we will provide claim payment from one insured event up to the max. amount of limit of coverage corresponding to the level of your security measures existing at the time of the insured event.

Safe-box resistance grade according STN EN 1143-1	Mechanical protection	Electronic security alarm (ESA) with external signal			
		without ESA	Local	ATD	ARC
		Limits of coverage (in EUR):			
0. or non-certified	basic	up to 1500	up to 2 000	up to 3 000	up to 5 000
	extended	up to 2 000	up to 3 000	up to 4 000	up to 6 000
	special	up to 3 000	up to 5 000	up to 6 000	up to 7 000
I.	basic	up to 5 000	up to 6 000	up to 7 000	up to 15 000
	extended	up to 6 000	up to 7 000	up to 10 000	up to 20 000
	special	up to 7 000	up to 10 000	up to 15 000	up to 30 000
II.	basic	up to 7 000	up to 10 000	up to 20 000	up to 40 000
	extended	up to 10 000	up to 15 000	up to 30 000	up to 50 000
	special	up to 15 000	up to 20 000	up to 40 000	over 50 000

In case of robbery during transport of valuables and sales cash carried out by you or your representatives, the property must be under surveillance by you or a person appointed by you.

An insured **vehicle – drivable machine** (with built-in machinery and electronic equipment) must be:

- Parked on a fenced ground, ground at a permanently inhabited family house with functional fence and

locked gate, at a place under permanent surveillance or in a locked garage/building, and the vehicle must be locked (if it is equipped by the manufacturer with functional locks), or

- Locked with functional locks on doors (if equipped so by the manufacturer) and protected by at least two security devices, or
- A towed or carried drivable machine which cannot be protected in the

above manner must be attached and locked to the vehicle which must be locked and protected by at least two security devices.

**Portable machinery and electronic equipment in a motor vehicle or drivable machine** with own propulsion must be stored in the baggage compartment of the vehicle or machine

so that it is not visible from outside and the baggage compartment of the vehicle cannot be accessed without unlocking or damaging the area. We will pay for one insured event the maximum amount of limit specified in the following table, corresponding to the security measures protecting of the object against theft at the time of the insured event.

Protection inside the vehicle	Parking of the vehicle containing portable machinery/electronic equipment			
	Without supervision	Fenced ground	Controlled parking	Under continuous surveillance
	Limits of claim payment (in EUR) for the respective combination of protection devices:			
locking by functional locks in doors*)	500	2 500	5 000	10 000
locking by functional locks in doors *) + minimum 2 protection devices	1 000	5 000	10 000	20 000
locking by functional locks in doors *) + alarm system with acoustic external signal or notification sent to an equipment under permanent control of an authorised person	2 000	10 000	20 000	50 000

\*)if the vehicle is so equipped by the manufacturer

## OUR RESPONSIBILITIES

**Our responsibilities include:**

- To start investigation of an insured event immediately after it has been reported, aiming at determination of the circumstances of loss occurrence and confirmation of the existence and value of insured/damaged property at the time of occurrence of

- the insured event,
- To answer truthfully and completely to all your questions before concluding the insurance contract, during the term of contract and in case of claim handling,
- Provide you with the complete pre-contractual and contractual documentation.

# 2.4 CLAIM HAPPENED – WHAT COMES NEXT?

In this section you will find information on reporting your claim in a fast and simple manner.

Correct reporting of a claim is the basis for fast and fair claims handling. If you provide us truthful and complete explanation of its occurrence, extent of its consequences and submit necessary documents, you can speed up the claim handling process.

## CLAIMS PROCESS





### Discovery of damage

If damage occurs:

- Take adequate measures to limit the consequences of the damage and prevent its expansion. Take these measures in good faith and based on your best experience,
- Comply with your obligations specified in the section 2.3. WHAT ARE YOUR RESPONSIBILITIES? – GENERAL OBLIGATIONS,
- Immediately notify the relevant section of the integrated rescue system:  
Emergency rescue service - 155, 112  
Police - 158  
Firefighting service - 150, 112
- Report the loss and proceed according our instructions.



### Reporting a claim

Please report an insured event as soon as possible:

- at [www.allianzsp.sk/poistne-udalosti](http://www.allianzsp.sk/poistne-udalosti)
- by telephone at our Call Centre - +421 2 50 122 222

If you wish to use the assistance services, call at any hour +421 2 50 122 222.

Regardless if you report your claim at our web site, or through Call Centre, your claim will be registered in a way allowing the fastest possible handling to your satisfaction.

After you report the claim, it will be assigned a number which you can use to follow the handling of the claim at our web site.



## Claim assessment and handling

During claim handling process:

- After your report the claim, we start to research the circumstances under which it occurred and to confirm the existence and value of the insured/damaged items at the time of occurrence of the damage,
- In case a survey of the damage is not necessary, we rely on the information you supplied (your responsibilities with regard to provided information are set out in section 2.3),
- After the investigation necessary for the determination of the extent of our obligation to pay has been finished, we will inform you about the result of the investigation or, in case the claim has been refused, we will report you the reasons of the refusal or reduction of payment,
- If it is in our interest, we will represent you in case of any third party's judicial or extra-judicial claim for the compensation of any damage and we will inform you about any remedy of any damage or settlement of a claim.



## Claim compensation

- If the damage occurred to your insured property, we shall reimburse you as the insured
- In case of third-party liability insurance, we pay compensation of loss on your behalf directly to the damaged party, up to the maximum amount of the agreed limit/sublimit
- We will pay claim compensation in the legal tender of the Slovak Republic. In case you submit for the purpose of claim handling documents in another currency, we will apply the official conversion rate of National Bank of Slovakia for the conversion
- The amount of claim payment depends on the insurance package you have selected in your insurance contract
- For each insurance coverage included in the package we will pay benefits/claim compensation up to the amount of sum insured/limits specified in your insurance contract
- The insurance contract is concluded with a deductible applying to each insured/loss event. Its amount is specified in the insurance contract. If the damage is lower than the agreed deductible, we will pay no reimbursement
- If a court or other competent

authority decides on the compensation of damage we will provide claim payment after the decision has become legally valid

- In case of property insurance, we will not provide claim payment if criminal proceedings have been started against you in connection with the insured event due to a suspicion of fraud or deliberate action, until you are unappealably acquitted from guilt in respect of these accusations

### **Insurance of content (movable property), building and machinery breakdown**

In case of damage to the **insured movable items, machines and/or insured building or its elements** (thereinafter also "insured items"), the basis for the calculation of claim payment is the new replacement value of the item at the time of loss occurrence. We will pay for your damaged, destroyed or lost property adequate expenses of its replacement or repair. The claim payment cannot exceed the amount of new replacement value of the item. If you insured a building in which you carry out your business and which you lease based on a contract, we will pay claim compensation to the owner of the building.

Claim payment in the case of:

- Total loss to movable property or building is the value necessary for their replacement, however, not more than the sum insured,

- Destruction of a machine by breakdown are the expenses for its replacement up to the amount of time value of the machine immediately before the insured event; we will pay compensation corresponding to the time value of the machine also in case parts necessary for its repair are not sold in the market any more,
- Partial loss are expenses for the reinstatement of damaged movable items, machines or building to the condition immediately before the insured event, however, maximum up to the amount of sum insured; we will cover also costs of repair of the insured items if they are not higher than costs of replacing the item,
- Damage or destruction of a machine by breakdown, if, at the same time, its replaceable parts or adjuvants and operation substances have also been damaged or destroyed, also the time value of the items,
- Stock you produced or which is not under warranty any more, is the attainable sale price.

Repair of the machine damaged by breakdown requiring rewinding or replacement of a machine set due to damage to the coil, we will reduce the claim payment by an amount corresponding to depreciation of the coil.

The following scenarios explain the effect of the insured item value on the amount of claim payment. However, this does not apply to your third-party liability.

Claim payment in new replacement value does not apply to cases when the value of the insured item dropped in the time immediately before the insured event below 60 % of the new replacement value due to ageing.

If the total sum insured for movable items/building declared in your insurance contract is less than the value of the item at the time of the insured event, you are underinsured and the compensation shall be reduced by the ratio of the sum insured to the new replacement value.

If the sum insured specified in the insurance contract is greater than the value of an item as if it was new at the time of the insured event, we are not obliged to pay the difference between the new replacement value and sum insured. In such case, the sum insured in the insurance contract should be reduced with a corresponding reduction of premium.

We will provide claim payment exceeding the time value only if, within three years, you repair the item or replace the item by an item of same kind a quality at the place of insurance, or at another place in the Slovak Republic if the replacement at the place of insurance is impossible due to legal or economic reasons.

We will reduce the compensation by:

- The agreed deductible,
- Salvage value of the damaged, destroyed item; the residues remain your property,
- Outstanding premium in case of damage to insured property.

#### **Multiple insurance**

If the same item is insured for the same event at several insurers, compensation shall be paid pursuant the law.

#### **General third-party liability insurance including product liability**

Limit of claim payment:

- We will pay on your behalf compensation of damage incurred as the consequence of one loss event, up to the maximum amount of the limit or sub-limit agreed in the insurance contract,
- The limit applies to one loss event including reimbursement of costs of your legal representation in proceedings concerning compensation of damage,
- Total limit for all loss events in one period of insurance is maximum double of the limit.



**Insurance of general third-party liability for damage caused by the escape of polluting substances**

Limit of claim payment:

- The sum of compensation of damage and costs of your legal representation may not exceed during one period of insurance the sub-limit specified in your insurance contract.

**Assistance**

You are entitled to insurance benefits for an insured event maximum 4x in one period of insurance. We are entitled to postpone the provision of assistance in case of an officially declared natural catastrophe or force majeure. Deductible is not applied.



# 2.5 THE MOST IMPORTANT INFORMATION ABOUT YOUR INSURANCE

**In this section we will inform you how we can unilaterally change the provisions of the Guide, about payment of premiums, validity of the insurance contract and what can trigger its termination.**

We are entitled to unilaterally change the wording of the Benefits Guide which governs the insurance contract by notifying you, latest 10 weeks before the end of an insurance period, about the new wording of the Benefit Guide which will apply to your insurance contract from the next insurance period. Applicable to your insurance are limits and sublimits specified in your current insurance contract. If you

do not agree with the new wording of the Guide, you are entitled to terminate the contract by a written notice given at least six weeks before the end of the insurance period in which the new Benefits Guide wording has been announced. The insurance contract shall terminate upon the expiration of the insurance period in which the new Benefits Guide wording has been announced.

## PAYMENT OF PREMIUMS

The premium is annual and its validity is specified in the contract, but you can choose to pay in monthly, quarterly or semi-annual instalments. In such case, if you do not pay one instalment of premium, we can demand that you pay all instalments for the respective insurance period and we are entitled to interest on late payment for each day of delay in payment of premium. You shall pay the premium by bank transfer; we consider the premium to have been paid on the date of crediting our bank account with the payment.

If, for any reason, you are not able to pay the premium, you should contact us immediately.

We may adjust the amount of premium for the next insurance period in case of unfavourable loss ratio development on your insurance contract or in case of change of your business parameters (e.g. change of sum insured due to indexation, of turnover, number of employees, your main activity according SK NACE code), change in the assignment of a flood zone to your place of insurance, increased costs of insurance administration due to circumstances we cannot control, change of legal regulations or judicial practice in respect of insurance, or the change of factors we cannot control which have an effect on the sufficiency of premiums (Insurance Act).

## DURATION AND VALIDITY OF INSURANCE

### Insurance inception

The insurance is agreed for an indefinite period of time.

The insurance starts by the conclusion of the insurance contract which may occur:

#### by signature

- In case of conclusion of an insurance contract by signature, the insurance comes into existence when the insurance contract is signed by both contracting parties and it begins on the day specified in the insurance contract or

#### by payment

- In case of conclusion of an insurance contract by payment of premium, the insurance begins on the day specified in the insurance contract provided the full amount of premium is credited to insurer's account within 5 days from the day of insurance inception, failing which, the insurance does not ensue.

### Termination of insurance

#### The insurance contract terminates by notice:

- At the end of an insurance period. The period of notice is 6 weeks before the end of the insurance period,
- Within 2 months from the conclusion of the insurance contract. The period of notice is 8 days and the insurance terminates upon its expiration,
- After an insured event, we as well

as you are entitled to terminate the insurance contract by notice, however, latest 1 month from claim payment or refusal to pay. The period of notice is 15 days and the insurance terminates upon its expiration.

**The insurance terminates also in the following cases:**

- no payment of premiums,
- cessation of the possibility that an insured event occurs,
- agreement,
- dissolution of the insured (company).

**Other causes of insurance termination:**

- Notice of termination given at the end of an insurance period due to the change of the amount of premium for the next insurance period resulting from the change of your business parameters decisive for the calculation of premiums,
- Rescission of the insurance contract, if you did not answer truthfully or completely all our written questions regarding the negotiated insurance. We can apply the right for rescission of the contract within 3 months from the day we learned about such circumstance; we are entitled to costs incurred by the conclusion of the contract.

**ADDITIONAL INFORMATION ABOUT YOUR INSURANCE CONTRACT**

**Jurisdiction**

The insurance contract is governed by laws of the Slovak Republic. Disputes

regarding the insurance contract shall be decided by a competent court in the Slovak Republic.

**Subrogation**

If you are entitled to compensation of loss from a third party, we acquire this legal right up to the amount of the compensation we paid to you or provided on your behalf.

If any circumstances should occur giving reason for the subrogation of your rights to us, notify us immediately and submit the documents necessary to enforce this right.

**Communication between the parties and delivery of documents**

We can use contact information stated in the insurance contract or provided afterwards for mutual communication regarding the insurance and offer of our products and services. We consider documents intended for us to be delivered on the day they were handed over, if not agreed otherwise.

We deliver documents or information pertaining to your insurance contract by:

- post to the address address of your company's domicile or business site last known to us, or
- electronic means of communication, i.e. email of your company or telephone number you provided at the time of conclusion of the insurance contract.

A document sent by post is deemed to have been delivered on the day you received it or refused it. If the

document is deposited at a post office due to the fact that you were not found at postal address and you do not collect it within the collection period, it is deemed to have been delivered on the last day of this period. If the document is returned to us as undelivered due to the fact that you cannot be found at the address, it is deemed to have been delivered on the day of its return. A document sent by electronic means of communication is deemed to have been delivered upon expiration of a three-day period of time from sending the document to your email. We shall not be responsible for errors in electronic contact data you provided.

By the conclusion of the insurance contract you give your consent with the preparation, use and archiving of recordings of your telephone calls with us or the assistance service, especially in connection with administration, claim handling and enforcement of rights and obligations. We may store the recordings until all rights and obligations connected with the insurance are settled and we will protect them against unauthorised access by third persons.

## INDEXATION

During the term of insurance, we have the right to adjust, once in a year, the sum insured of building. The sum insured of the building or construction works insured for new replacement value will be adjusted for the next

insurance period depending on the change of price index in construction industry. At the same time, the premium will be adjusted correspondingly.

## HOW CAN YOU CLAIM YOUR RIGHTS OR SUBMIT A MOTION?

If you are dissatisfied, you can deliver an oral or written complaint personally to our branch offices and agencies. You can submit an oral complaint also at +421 2 50 122 222. A written complaint may be sent also by email, to [dialog@allianzsp.sk](mailto:dialog@allianzsp.sk), or by post to the address of Allianz – Slovenská poisťovňa. The complaint must include the date of submission, subject, who submitted the motion or complaint and what the claimant demands. The complaint must state the name or trade name and registered address of your company.

We must investigate your complaint and inform you how we complied with your demands or why we refused to do so within 30 days from its delivery. If dealing with the complaint requires a longer time, this period may be prolonged, but we must inform you immediately.

If you are not satisfied with how we dealt with your complaint, you can address the alternative dispute solving entity specialised in insurance (insurance ombudsman) – the Slovak Insurers Association, or directly the National Bank of Slovakia, authorised to supervise insurance companies.

# 2.6 INSURANCE DECODED

**In this section we would like to explain to you the terms used in this document.**

## **ACT OF TERRORISM**

An act, including the use of force or violence, of any person, group or groups of persons acting independently, in the name of or in connection with any organisation, executed for political, religious or ideological reasons, including the intention to influence any governmental authority or intimidate the public.

## **ADEQUATE COSTS**

Costs of repair of the insured items or their components reinstating the parameters and quality as before the insured event, customary at the time and place of occurrence of the insured event.

## **ANNIVERSARY DAY OF INSURANCE**

The day with the same date, as far as day and month is concerned, as the

day of insurance inception is identical with the day of insurance inception. If the insurance inception is on February 29, the anniversary day in a non-leap year shall be February 28.

## **ANTIQUES**

Objects having artistic or historical value, are related to a specific period, art style etc., and, on the date of conclusion of the contract, are older than 100 years. Antiques shall also be antique objects made of gold, silver, platinum, precious stones or pearls.

## **ATMOSPHERIC PRECIPITATION**

Precipitation (e.g. rain, snow) formed in the atmosphere which penetrated parts of the building or properly structurally closed structure before they fell to the ground.

## **AUXILIARY STRUCTURE**

A structure built according a building permit or a small structure reported to the building authority, firmly attached to the ground.

## **AVALANCHE**

Sliding of a sheet of snow or ice from natural slopes

## BASIC MECHANICAL PROTECTION

All entrances to the insured premises must be protected by solid doors mounted in frames resistant against expansion, locked by a security lock or hanging lock. All openings must be protected by standard construction elements which cannot be overcome without damaging them, without a key or accessory electronic device.

## BLOCKING OF DOOR

A situation when the main entrance door into the building at the place of insurance is closed and you are not able to open it using your own facilities and in the standard manner.

## BODILY INJURY

Covered is compensation of pain, hindered social life (HSL), proper alimentation, loss of pension, loss of income during working inability (WI), loss of income after the end of WI (annuity) or in case of disablement, funeral costs, loss of alimentation of surviving relatives, treatment costs, recourse compensation of health insurers, recourse compensation of the Social Insurance including loss of profit.

## BREACH-RESISTANT DOOR

Door with increased resistance against breaking in, the door wing of which is fortified by a steel plate or steel frame against breaching, in case of a double-wing door, the unopened wing is protected from inside against pressing or forcing in and unhinging.

## BUILDING ELEMENTS

- All components of technical equipment of a building or auxiliary structure, built-in or loosely led but firmly enclosed in walls, ceilings or floors (electricity, gas, water, heating, sewage, air-conditions installations and conveyance lines including consumption meters), e.g. heat pump, fireplace, ESA, camera system, fire alarm, mechanical security equipment, safe built into a wall or floor
- All firmly built-in elements in a building or auxiliary structure, or firmly attached to the building or auxiliary structure, forming its inseparable part (e.g. insulation, sheet-metal and locksmithery work, doors, windows in outer walls of the building/auxiliary structure or loggia windows, including outer/inner sunblinds or roller-shades, glazing of all structural openings, balcony blinds, jalousie walls, outer/inner windowsills, rails, firmly built-in roller-shades and marquise, floor tiles, wall tiles, flooring, wall-paint, wall-paper, coating, spray-coating)
- Objects and equipment designed for the operation of a building or auxiliary structure, firmly built-in or attached (e.g. elevators, pumps, water heaters and tanks, boilers, heating elements, gas stoves, sanitary conveniences and equipment of bathrooms, toilets, kitchen sinks, water fittings and fixtures)
- Built-in closets, kitchen unit including glazing, built-in lamps

and appliances designed by the manufacturer to be built-in)

### **BURDEN OF SNOW**

Destructive loading of a structure by snow, icing or sheet of ice exceeding values set out in the relevant standards.

### **BURGLARY**

Unauthorised appropriation of the insured property by an offender by entering the place of insurance in a provably violent manner, by using a tool which is not intended for its regular opening, or opening the place of insurance by a key or other electronic/ electro-magnetic device obtained by theft or robbery, hiding in the place of insurance or by evidently forceful overcoming of a theft-prevention barrier or measures demonstrably protecting the insured item from theft. Dismounting and appropriation of a building element which is accessible to the public from the surrounding ground is also deemed to be theft.

### **CRITICAL OPENING**

An opening in a structure (e.g. window) having an area greater than 400 cm<sup>2</sup> or a dimension greater than 20 cm in any direction, with lower edge within 3 m vertically from the ground or other place enabling access. Minimum distance from the place enabling to reach the level of the opening in horizontal direction is 1.20 m (e.g. from a tree, lightning conductor, fire-escape ladder etc.). An opening in the entrance door is also considered to be a critical opening.

### **DAMAGE**

For the purpose of the insurance of general third-party liability including product liability and liability for damage caused by escape of polluting substances shall mean bodily injury or material damage.

### **DAMAGED PARTY (THIRD PERSON)**

Any person, with the exclusion of the insured, to whom any damage has been caused.

### **DEDUCTIBLE**

An amount agreed in the contract with which you participate in compensation for each insured/loss event.

### **DELIBERATE NEGLIGENCE**

Shall mean any act or omission to act of which the insured knew that it may cause damage, but, without adequate reasons, he/she presumed that it will not cause the damage.

### **DEPARTMENT STORE/SHOPPING MALL**

A de-limited closed space with a roof, a permanent architectural object with a floor area of at least 5 000 m<sup>2</sup> consisting or a set of stores or premises intended for the provision of services and sale of goods, including other premises accessible to the public.

### **DRIVABLE MACHINE**

A machine intended, by its construction and equipment, for work activities other than operation in traffic on roads, moving either by own motor propulsion, or towed or carried without own propulsion source. A drivable



machine shall be also a machine licensed for operation in road traffic.

## EFTA

European Free Trade Association (Island, Liechtenstein, Norway, Switzerland)



## ELECTRONIC SECURITY ALARM (ESA)

- **An alarm system for reporting unauthorised entry**, i.e. a system for the detection and indication of the presence, entry or attempt of entry by an unauthorised person into an object or premises under surveillance. ESA must comply with requirements specified in corresponding technical regulations and norms for alarm systems ESA. Before setting ESA in operation, a test of ESA functionality must be carried out, including the transmission of the alarm signal. Subsequently, the basic functionality of the ESA device must be checked according manufacturer's instructions and regular technical inspection and tests of the device must be carried out, according the respective technical norm. Level of protection – required is peripheral or space ESA protection. If the ESA is installed according STN EN 50131, at least security level 2 according the norm is required (low to medium risk).
- **Outlet of the alarm signal** to acoustic and optical signalling device located directly in the protected premises or in its immediate vicinity. The signalisation (acoustic and optical indicator) must be placed outside the building or in a protected

area so that it is not easily accessible from the ground, windows, balconies etc., without using aids (ladder, tools etc.). Acoustic indication device must have a self-protection contact and own backup system.

- **ATD** (automatic telephone dialling) - a device intended for transmission of signals from an ESA system to minimum two independent telephones, for which a person capable to react to the signal received from the protected object or premises and to take adequate measures to prevent or mitigate the consequences of damage (thereinafter also "reliable person") is present during out-of-operation time.
- **ARC** - alarm receiving centre operated by the police or a private security service (PSS) which must comply with all requirements set out in Slovak technical norms for alarm systems. The operator of the centre must have available an intervention unit.

## ENVIRONMENTAL DAMAGE

Is damage to water, soil, air, geological basement, vegetation, animals (with the exception of humans).

## ESCAPE OF POLLUTING SUBSTANCES

Escape, discharge, dispersion of polluting substances.

## EXPLOSION

Effects of pressure caused by expansion of gas or vapour that occurs in your business premises or outside and causes damage to you.

### EXTENDED MECHANICAL PROTECTION

Required is the basic protection and, additionally, all critical openings must be protected by glass mounted in a firm frame to which a security foil with a thickness of at least 200 µm is attached (its gluing inside the frame is not required), or by glass with a steel welded net with a bar diameter of minimum 6 mm and maximum mesh size of 225 cm<sup>2</sup>, attached from the outside along the perimeter to the wall or window frame in a non-detachable manner.

### FIRE

Fire spreading undesirably and uncontrollably outside the designed fireplace, including the effects of smoke.

### FIRM ATTACHMENT TO GROUND

- Attachment to ground by a firm foundation, or
- Attachment by anchoring elements (e.g. screws, anchors) or welding to a firm foundation in ground or to another structure firmly attached to the ground, or
- Connection by a cable with an anchor in ground or on another auxiliary structure, or
- Location below the surface of the surrounding ground.

### FLOOD

Flooding of the place of insurance by water which naturally overflowed the banks of a water course or reservoir, or which broke the banks. In case of

a dyked stream, the body of dyke is deemed to be the bank.

### FULL-AREA DOOR LATCH

Additional locking mechanism securing increased resistance of a door wing, attached at least on the side of lock and hinges. If it can be locked from the outer side of the door wing, it must be equipped with a security lock or security hanging lock (padlock). **GALE** Flow of air attaining at the place of insurance a velocity of at least 60 km/h.

### GRATE

A grate made of steel rods with minimum cross-section of 100 mm<sup>2</sup>, with opening size of max. 400 cm<sup>2</sup>. The grate must be firmly anchored at minimum four points spaced by maximum 500 mm, in a wall or window (or shop-window) frame, by elements not dismantable from the exterior.

### HAIL

Impact of ice pieces formed in the atmosphere on the ground.

### IMPACT OF FALLING AIRCRAFT

Fall, collision or impact of a manned aircraft or of its part or cargo.

### IMPACT OF FALLING OBJECTS

Impact of falling trees, masts or other objects which are not a part of the damaged insured item, showing characteristics of a free fall caused by gravitation of the Earth.

### IMPACT OF A VEHICLE

A direct collision of an insured item

with a vehicle, its load or with an object hurled due to a direct collision with a vehicle or its load in a traffic accident. The insurance does not cover damage caused by vehicles operated by your company, on vehicles themselves or their load.

### **IMPLOSION**

Sudden inward equalisation of pressure.

### **INDEX OF PRICE DEVELOPMENT IN CONSTRUCTION INDUSTRY**

The index determined by the Institute for Forensic Engineering of the Slovak Technical University in Bratislava.

### **INDEXATION OF SUM INSURED FOR BUILDING**

The sum insured for buildings and construction works insured for new replacement value shall be adjusted for the next insurance period depending on the change of price development index in construction industry.

### **INITIAL VALUE**

Amount necessary for the procurement of an object of the same type and quality as the object of insurance, customary at the time and place of evaluation.

### **INSURED ACTIVITY**

Shall be any activity (NACE code) you are carrying out based on a license granted pursuant generally binding legal regulations providing this activity (NACE code) is not excluded from this

insurance. The execution of ownership rights in respect of immovable property used for carrying out your insured activity shall also be an insured activity, even if such immovable property is owned by a natural person authorized to act on behalf of your company. Furthermore, an insured activity shall also be the operation of social recreational facilities used for regeneration of your employees or organizing company events, participation in expositions or fairs

### **INSURED EVENT**

Any accidental loss event that occurs suddenly and unexpectedly at the place of insurance during the term of insurance and which, at the time of negotiating the insurance, is considered possible to happen, but it is not sure whether it will occur and when.

### **INSURANCE PERIOD**

Period of time for which you pay premium; it is one year.

### **INSURER**

Allianz – Slovenská poisťovňa, a.s., Pribinova 19, 811 09 Bratislava, Company ID: 00 151 700, registered at the company register of District Court Bratislava I, sec.: Sa, file No. 196/B.

### **INTERNAL UNREST**

Civil war, uprising, civil unrest attaining the extent of popular uprising, military uprising, rebellion, revolution, martial law or siege or any event or circumstance resulting in the

declaration or maintenance of martial law or siege, confiscation, military seizure, requisition or nationalisation.

### **INUNDATION**

Formation of a continuous expanse of water on earth surface which, for a certain period of time, stays or flows at the place of insurance or its surroundings and is the result of natural factors (e.g. rain, melting of snow).

### **LANDSLIDE**

Sudden downslide or collapse of soil, earth or rocks caused by natural factors.

### **LIGHTNING STRIKE**

Immediate effects of the energy of a lightning or of the heat of its discharge on an insured item, leaving traces on the insured item.

### **LOSS EVENT**

Shall mean an event during which a loss occurs and which may give rise to entitlement to compensation by the insurer.

### **MACHINERY AND ELECTRONIC DEVICES BUILT INTO OR ONTO A VEHICLE OR CHASSIS**

Devices firmly mechanically attached to the vehicle or its chassis so that they cannot be dismantled without the use of tools.

### **MATERIAL DAMAGE**

Shall mean physical damage of a material object including other

connected material loss or lost profit resulting from the loss of functionality or possibility to use the damaged material object.

### **MAXIMUM WATER DISCHARGE, 10 YEARS**

The discharge of a water-flow, which occurs or is exceeded in average once in 10 years. The 10 years discharge for each water-flow profile is determined by the hydrological survey of the Slovak Hydro-Meteorological Institute, based on statistical analysis of hydrometric observations.

### **MOTOR VEHICLE**

A non-rail vehicle powered by its own engine. The motor vehicle category is specified in vehicle's certificate of roadworthiness.

### **MOTOR VEHICLE FOR THE PURPOSE GENERAL THIRD-PARTY LIABILITY INSURANCE**

Any land means of transport with own propulsion, trailer or semi-trailer (including any attached equipment) intended for use on roads.

## **PADLOCK (HANGING LOCK): SECURITY HANGING LOCK (PADLOCK).**

### NEW REPLACEMENT VALUE

The amount which has to be spent at the place of insurance for the procurement of a new item of the same kind and quality as that of the insured item before the insured event.

### PADLOCK (HANGING LOCK)

Security hanging lock (padlock)

### PARKING OF A VEHICLE

- **Without supervision** - a vehicle parked for an inevitable time in the period from 6 a.m. to 10 p.m. at a place intended for such purpose inside a municipality or at a parking place marked by road signs outside a municipality
- **Fenced ground** - an area equipped with functional fencing of the whole ground, with minimum height of 190 cm and a locked gate
- **Controlled parking** - a vehicle parked:
  - a) on a parking place under surveillance of an employee appointed to control the incoming and leaving vehicles, or
  - b) on a parking place under surveillance by a camera system with video-recording, or
  - c) on a lot at a permanently inhabited family house equipped with functional fencing of the whole lot and a locked gate.
- **Under permanent surveillance - a vehicle parked:**
  - a) and permanently personally guarded by a person inside the vehicle capable of action in the interest of protection of the

- b) insured items (in such case, no other device protecting the vehicle is required and the limit is the sum insured for the respective item), or
- b) permanently personally guarded by a person in its immediate vicinity, capable of action in the interest of protection of the insured items, or
- c) in a separate locked building/ garage.

### PERSONAL GUARD

Direct guarding of an object, premises or items by natural persons present at the place of insurance. The persons must inspect the place of insurance in a controllable way (e.g. inspection hours, control by a superior, camera system with recording).

### PIPE

Inlet, outlet or waste pipe of water-conduit, heating or solar equipment of a building or auxiliary structure owned by the insured.

### PLACE OF INSURANCE

- **Content (movable items) insurance** - a building, room or place in the SR, specified in the insurance contract by an address or cadaster area with parcel (lot) number, where your business premises and the movable insured items are located. Your company's registered address is also the place of insurance if it is in the SR. Your portable machinery and electronic devices are insured on the whole territory of the SR.
- **Building insurance** - a building, room

or place in the SR, specified in the insurance contract by an address or cadaster area with parcel (lot) number

- **Business interruption insurance** - the place of insurance of content and building
- **Insurance of machinery and electronic devices** - EU and EFTA countries.

### PLACE OF OPERATION

Immovable property (lot or structure attached to the ground by solid foundations) in your ownership or leased by you, used by you for the purpose of the insured activity.

### POLLUTING SUBSTANCES

Shall mean any dangerous or pollution causing solid, fluid or gas material, substance, emission or thermal effects, including smoke, exhalations, soot, light ashes, acids, alkalies, chemicals or waste. Waste shall mean also materials intended for recycling.

## REMAINS: UNDAMAGED REMAINING PARTS OF REPLACED PARTS OF AN INSURED ITEM.

### PORTABLE MACHINERY AND ELECTRONIC DEVICES

Machines or devices with the help of which normally the work is carried out at various places and it is usual to carry or transfer them to the place where work is carried out (e.g. in a case or bag, with the help of built-in wheels etc.). Examples of such devices are: hand tools, measuring apparatus, gardening technology, medical and computing technology (e.g. pressure gauges, endoscopes, laptops), consumer electronics (e.g. video-cameras, still cameras, cell phones).

### PRODUCT

- Any item mined, manufactured, processed, sold, distributed or put into circulation by the insured,
- Electric power and gas intended for consumption, produced or distributed by the insured,
- Work carried out by the insured, including material and components provided in connection with this work.

The cause of defect of a product may be also the instructions for use.

### PROPERLY STRUCTURALLY CLOSED BUILDING

A technologically properly constructed building with properly closed construction openings (windows, doors, air-shafts etc.), not damaged by wear and tear or neglected maintenance.

### PROPERTY OF EMPLOYEES

Items of personal use of employees

that are usually brought to the place of employment, and, additionally, all property of employees brought to the place of insurance upon request or with the consent of the employer in connection with fulfilling work duties. The insurance does not cover valuables of the employees.

### PROTECTION OF A VEHICLE

- Removable or to the vehicle firmly attached mechanical security device,
- Alarm system with acoustic signalling or transmission to a device under permanent surveillance of an authorised person
- Immobiliser
- Electronic localisation system

### REMAINS

Undamaged remaining parts of replaced parts of an insured item.

### REPRESENTATIVE

Employee or a person whom you entrusted with the insured items or a person appointed to guard.

### RISING OF WATER

Penetration of water from waste pipes into the building.

### ROBBERY

Taking possession of the insured property by an offender using violence or threat of imminent violence or by misusing your or your representative's decreased resistance due to bodily weakness after an accident or due to another reason for which you or your representative cannot be held responsible.

### ROAD VEHICLE

Motor vehicle or motor-less vehicle manufactured for the purpose of operation in road traffic, intended for the transportation of passengers, animals or cargo. **SAFE**

A locked multi-walled safekeeping object with weighing at least 300 kg, or firmly built-in or attached to a wall or floor in a manner making its unmounting possible only after it has been opened, with minimum one safe-box lock. The conditions for certified safes are governed by STN EN 1143-1.

### SAFEKEEPING OBJECT

A space delimited by a special structure ensuring maximum attainable security for the objects stored inside (e.g. fireproof case, fireproof filing cabinet).

### SECURITY DOOR

Breach-resistant door mounted in a door frame resistant against expansion, the door wing of which is fortified by a steel plate or steel frame against breaching, in closed state is secured on the side of hinges by at least three pegs, its lock is controlled by a security locking system and, in case of a double-wing door, the unopened wing is protected from inside against pressing or forcing in and unhinging.

### SECURITY FOIL

Certified auxiliary protection of glass decreasing the breakability of glazing.

### SECURITY GLASS

Tempered or layered glass with

certified increased resistance against mechanical damage and breaking.

### **SECURITY HANGING LOCK (PADLOCK)**

Lock with tempered U-loop with a diameter of at least 10 mm or with protection of the U-loop against cutting, while the loop of the hatch through which the U-loop is drawn, as well the hatch including its attachment has at least the same mechanical robustness as the U-loop of the padlock.

### **SECURITY LOCK**

Lock equipped with a security cylinder protected by a security shield against breaking, mounted in a manner preventing dismounting from outside (it does not protrude from the security shield by more than 3 mm), resistant against opening by picking or pressing.

### **SECURITY ROLLER-SHUTTER**

Certified lockable metal roller-shutter or winding grate with increased resistance to breaking.

### **SK NACE**

Classification of Economic Activities according to the Statistical Office of the Slovak Republic.

### **SMOKE**

Solid particles produced by incomplete burning, dispersed in the air, which, due to a failure, damage or faulty operation suddenly escaped from a heating, burning, cooking or drying equipment located at the place of

insurance. Applies only to property insurance.

### **SOLID DOOR**

Door through which it is impossible to enter by violence using solely human force (e.g. kicking, bursting in, lifting or tearing out), i.e. without using tools or equipment. If the door is made of frameless tempered security glass, fixing in a doorcase is not required.

### **SONIC BOOM**

A (sound) wave arising during flight of a supersonic aircraft which exceeds the speed of sound.

### **SPECIAL MECHANICAL PROTECTION**

All entrances into the insured premises must be protected by security doors. The doors must be additionally locked by an additional security lock (or full-area hasp or padlock). If the door is equipped with a multi-point security system, an additional lock is not required. All critical openings must be protected by a functional grate or security roller-blinds or security glass or glass with attached security foil at least 300 µm thick. The foil must be attached on the whole area of the glass which must be firmly embedded in a frame so that it cannot be pressed out or detach without destroying the frame. Other openings must be protected by standard construction elements which cannot be overcome without damaging them, without a key or without an accessory electronic device.



**SR**

Slovak Republic

**SUBLIMIT**

A part of a sum insured/limit agreed in the insurance contract as the maximum amount of compensation of a loss to which the limit applies. The sublimit does not increase the sum insured/limit.

**SUM INSURED (SI) FOR PROPERTY INSURANCE**

Is the basis for the calculation of premiums and, at the same time, the maximum limit of claim payment for one insured event, as well as maximum amount of the sum of all compensations paid for an insurance period/warranty period (in case of business interruption insurance). You decide about the sum insured at the time of conclusion of the insurance contract. The sum insurance of content (movable property) should correspond to the new replacement value of the insured items, i.e. to the price for which

you would be able to procure a new item of the same kind and quality. The sum insured of a building should correspond to its initial value, i.e. the amount for which it would be possible to build the building.

**SUPPLIER**

Natural person or legal entity carrying out work or other activities connected with a technical emergency or door locking.

**TECHNICAL EMERGENCY**

- accidental malfunction of technical equipment designed for the supply, accumulation or disposal of energy and media necessary for customary use of a building at the place of insurance, resulting in the risk of damage to property, increased extent of an already occurred damage or interruption of the supply of energy in an extent making impossible normal use of the place of insurance, requiring immediate repair which you are not able to carry out yourself or rectify in another customary way,
- breakage of window or outer entrance door glazing at the place of insurance.

**TERM OF INSURANCE**

Is the period of time for which you have taken out the insurance.

**TIME VALUE**

Initial value or new replacement value reduced by the corresponding ageing or other devaluation.

## TERM OF INSURANCE: THE PERIOD OF TIME FOR WHICH YOU HAVE TAKEN OUT THE INSURANCE.

### UNDERGROUND WATER

Water that penetrated into the building or auxiliary structure due to elevated level of underground water, forming a water surface in the building or auxiliary structure.

### VALUABLES

- Money in cash
- Tokens of value i.e. non-monetary printings proving the value shown on them, i.e. stamps, duty stamps, food coupons, lottery tickets etc.
- Securities (shares, bonds, deposit certificates, bank books etc.)
- Collections of stamps, coins, medals etc., jewels, precious stones, pearls, all objects made of gold, silver or platinum not fulfilling the definition of a work of art or antique
- Jewels from other material if the value of a single item or set exceeds EUR 500

### VEHICLE

Drivable machine or motor vehicle.

### VOLCANIC ERUPTION

Release of pressure during origination of an opening in the earth crust accompanied by effusion of lava or discharge of ash, other material or gas.

### WAR EVENTS

War, invasion, acts of a foreign enemy, enemy actions or warlike operations, regardless if a war has been declared or not.

### WATER FROM PLUMBING

Liquid or vapour escaped due to faulty operation or technical failure of a conveyance structure/appliance, from an aquarium with a volume of 50 and more litres or swimming-pool firmly attached to the ground.

### WATER PLUMBING

Pipes or equipment supplying or draining water, steam or other liquid in water, sewage, heating, air-conditioning or solar system, in a sprinkler or other automatic fire-prevention device, in inner and outer drains for atmospheric precipitation, including fittings or other connected equipment.

### WINDSTORM

Flow of air attaining at the place of insurance a velocity of at least 75 km/h. (i.e. 20.8 m/s).

### WORKS OF ART

Objects the value of which is not determined only by their cost of production, but having also artistic value, e.g. paintings, collage, drawings, graphic art, statues, objects of glass, porcelain, tapestries.



# 3. USEFUL TIPS

In this section, you will find our tips how to better protect your company against possible loss.

## GENERAL TIPS ON HOW TO PROTECT YOUR PROPERTY



Regularly carry out all legally prescribed inspections.



Comply with fire-prevention regulations.



Comply with regulations for the use of electric appliances.



Make sure that all safety regulations are followed during charging of electric engines.

## TIPS REGARDING THEFT



Put away ladders or portable stairs.

### TIPS REGARDING WINDSTORM, FLOOD OR ATMOSPHERIC PRECIPITATION



Pay attention to Meteo warnings about imminent hail, windstorm or gale.



The best prevention of damage by windstorm is to keep the roof in good technical condition.



In case of imminent storm, carefully shut the windows and doors (and also roof-lights or ventilation, if any), unplug all electric appliances or disconnect circuit-breakers. Overvoltage protection helps to protect your electronic and electric devices against damage by lightning.



If there is increased risk of flood prepare yourself in advance, watch the news and get information about the way and place of evacuation.

### TIPS REGARDING FIRE



Fire is among the most frequent causes of insured events, spreading flames cause greater damage than any natural element.

Comply with fire-prevention regulation.

Comply with regulation for the use of electric appliances.



# 4. QUESTIONS YOU MIGHT STILL HAVE

**In this section, you can find answers to the most frequent customer questions. Should you have any further questions, do not hesitate to contact us. We will be glad to answer them at our Call Centre +421 2 50 122 222 or [www.allianzsp.sk](http://www.allianzsp.sk). We will be glad to assist you.**

## **ABOUT YOUR PREMIUM, DEDUCTIBLE**

**What happens if I forget to pay premium?**

The insurance may terminate. If an insured event occurs, this might have financial consequences.

**Do I participate in the damage in case of occurrence of an insured/loss event?**

Yes, the amount is specified in your insurance contract under “deductible”.

## **ABOUT COVERAGE**

**How do I determine the sum insured for a building?**

You are responsible for determining the sum insured. If a surveyor’s report, construction contract or calculation of construction price is not available, take into consideration what amount is necessary to spend at the place of insurance for the procurement of a new building of the same type and quality.

## **ABOUT CHANGES IN THE INSURANCE CONTRACT**

**What should I do, if the value of the building or content changes and is different from the agreed sum insured?**

If the value of your insured property changes, inform your insurance intermediary (agent) or contact us by email or by telephone at our Call Centre.

### Is it necessary to make changes in the insurance contract in writing?

You can make the following changes in the insurance by sending an email sent from the email address you provided in the insurance contract to the address [abspodnikatelia.sprava@allianz.sk](mailto:abspodnikatelia.sprava@allianz.sk):

- Premium payment frequency, such change may result in a change of the annual premium
- The person authorised to act on your behalf
- Application for claim payment blocking in property insurance.

We will confirm the changes in writing.

### Can the insurance terminate also due to a change of ownership of the building?

Yes, we are insuring a building in which you carry out your business activities and is owned by you (your company), or by a natural person which is a partner in your company or is authorised to act on behalf of the company. If the ownership changes, the building insurance terminates. If you are the leasee in the building, we will insure construction works you will carry out in the leased building. After moving from the building, the building insurance terminates.

Please inform us immediately about such change, as it results also in a change of the premium (reduction).

### Where do I get information about the insurance company, its services and products?

Beside standard places of contract, we use our website and social networks Facebook, Instagram and LinkedIn for communication about news, competitions and interesting facts.



## FURTHER FREQUENTLY ASKED QUESTIONS

# 5. HELP US BE BETTER!

At Allianz, we are always aiming to deliver first-class customer service.

If you have any concerns or issues, we will take care of them with the highest priority. You will receive our reply as soon as possible and via the channel you prefer.





# THANK YOU FOR TRUSTING US

**PLEASE FEEL FREE TO CONTACT US REGARDING ANY QUESTIONS, REQUESTS OR COMMENTS. WE ARE READY TO HELP YOU**

We are ready to answer them at:

- Call Centre number  
+421 2 50 122 222
- Via [www.allianzsp.sk](http://www.allianzsp.sk), section  
“Contacts”
- Our service centres
- Your insurance agent

Note:

This English translation of the Benefits Guide is for information purposes only, legally relevant is the Slovak version.

**Reporting a claim:**

Call Centre +421 2 50 122 222,  
[www.allianzsp.sk/poistne-udalosti](http://www.allianzsp.sk/poistne-udalosti)

**NONSTOP assistance services:**

Allianz Assistance +421 2 50 122 222

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