

myHome Protect II

Frequently Asked Questions (FAQs)



1. Who is eligible to purchase this policy?

To be eligible, you must be a Singapore Resident* who is at least 18 years of age or older on the policy commencement date and be either:

- the owner or co-owner of the premises in Singapore; or
- the owner or co-owner of the premises in Singapore who is renting out the premises in Singapore; or
- a tenant or co-tenant who is currently renting the premises in Singapore

* Singapore Resident means Singapore citizen, Singapore permanent resident, or holder of a valid work permit, employment pass, dependant's pass, long-term visit pass, S pass or student pass issued by the authorities in Singapore.

2. I already have a fire insurance policy when I took up my mortgage loan. Do I still need to purchase this policy?

- A typical fire mortgage insurance policy generally provides coverage only for the building structure and in certain cases a low amount of contents coverage.
- This policy is a home contents insurance policy, which supplements fire insurance by offering coverage for renovations and contents.

3. I am currently renting a residential home. Can I buy the policy?

Yes, you can. In your capacity as a tenant, the policy provides coverage for your contents and personal belongings as well as those owned by your family members living in the same premises.

4. I am living with my parents and they own the property. Can I purchase this policy to insure their house?

Only the owner/tenant of the property can purchase this policy. As the property is owned by your parents, either of them should be listed as the applicant. They may select 'Owner' under the Occupancy Status field. The contents and personal belongings owned by household members living in the same premises with your parents will be covered.

5. What coverage is provided for my renovations under this policy?

The policy provides coverage for loss or damage to the improvement and additions within your premises made by you (owner) or by any former owner, in the form of fixtures and fittings (including flooring, built-in wardrobes and air-conditioners). It does not include any part of the building structure.

6. Is there a need for me to provide a detailed listing of my home contents?

No, you do not need to do so. To receive the appropriate level of coverage, you can choose the plan with the sum insured that represents the full value (as new) of your contents and renovations (including those of your family members residing with you).

7. Do I get to enjoy a 10% No Claim Bonus benefit every year?

You will get to enjoy a No Claim Bonus of 10% as long as premiums are paid as and when due. In addition, you will need to remain claim-free during the policy year. Should there be a claim for an event within the current policy year, the No Claim Bonus will not apply, but will resume in the next policy year (provided there is no claim for an event in the following policy year).

8. What is an excess?

An excess is the first amount of any claim that you have to bear.

For example:

Mary had her home contents damaged due to the bursting of water pipes. The claim amount is S\$2,500.

- *Excess amount is S\$100*
- *Claim payout is S\$2,400 after deducting the excess of S\$100*

9. How does optional add-on “Worldwide Coverage for Personal Belongings” work?

a. What is covered under this benefit?

This benefit provides worldwide coverage for accidental damage or loss of personal effects such as watches, jewellery and any of your personal belongings physically carried or worn by you.

b. Is cash/money considered as personal effects or personal belongings?

This is not considered as personal effects or personal belongings; however, the main policy will cover loss of money within your premises (e.g. due to theft).

c. Will this optional add-on benefit be extended to my household members?

Yes, it will be extended to your household members if they fall under the policy’s definition of household. Household means all members of your family including your partner, children and any other persons permanently living with you in your premises, excluding tenants, boarders, lodgers or paying guests.

10. How does optional add-on “Additional Sports Equipment Coverage” work?

a. What is covered under this benefit?

This benefit provides coverage for damage to or theft of your sports equipment whilst stored at your premises, as a result of an insured event[^].

[^] The insured events are:

- Fire, lighting or explosion
- Storm, hurricane, cyclone, typhoon, flood (Excess: S\$100)
- Bursting, leaking, discharging, overflowing of water tanks or pipes (Excess: S\$100)
- Earthquake
- Impact
- Riot or civil commotion
- Acts of malicious damage or vandalism
- Theft, attempted theft or burglary

b. What types of sports equipment are covered?

Sports equipment include pedal and electronic bicycles, electronic scooters, gym equipment, other sporting and fishing equipment that are stored at your premises. There is no cover for sports equipment whilst they are in use.

c. Can I increase the benefit limits for sports equipment?

The Additional Sports Equipment Coverage benefit provides cover for your sports equipment on top of your existing contents cover under the main policy. Currently, the benefit limits cannot be customised.

d. Would sports equipment under a rental/lease scheme be covered by this add-on benefit?

It will only cover sports equipment owned by you. Do note that in the event of a claim, you will be required to present relevant supporting documents on proof of ownership (e.g. receipts and certificates).

11. What should I do if there's a change in my residential address?

Please update Chubb of your new home address as soon as possible and ensure that the coverage on your existing plan is adequate.

12. How do I make a claim?

Please submit your claims online at www.chubbclaims-dbs.com.sg. Alternatively, you may contact Chubb's Customer Service Hotline and they will guide you in filing a claim.

13. Who should I reach out to if I have more questions regarding this insurance?

You may contact Chubb's Customer Service Hotline at +65 6398 8797, (Mondays to Fridays, 9.00am – 5.00pm, excluding Public Holidays) or via email at dbscs.sg@chubb.com.