



## HOME ASSISTANCE SERVICES

Attached to and forming part of

### CONDO EXCEL PROTECT Policy No. \_\_\_\_\_

It is hereby declared and agreed that in consideration of the additional premium You paid or agreed to pay to Us, as stated herein, for the period of cover indicated in this endorsement, the property insured under the Material Damage section of the Policy, shall include the Home Assistance Services, subject to the following terms and conditions:

We agree to provide You assistance services and pay You the costs of replacing locks to safe, alarms and outside doors in the home following burglary and robbery or loss of your keys.

What is covered	What is not covered
A. We will pay the costs You have to pay for replacing locks to safes, alarms and outside doors in the home following burglary or robbery or loss of Your keys.	We will not pay claims in excess of the limits.
<p>We will provide:</p> <p>B. 24/7 Call Assistance Services</p> <ol style="list-style-type: none"><li>1. Emergency Call Assistance Services<ol style="list-style-type: none"><li>a. Medical Assistance - We will provide You location and contact information of nearest hospitals and clinics and We will assist you in arranging for hospital admission if needed.</li><li>b. Ambulance Assistance - We will refer you an ambulance to transport You to the hospital or clinic during emergencies.</li><li>c. Mediphone Assistance - We will provide You 24-hour medical consultation over the phone for first aid only medical emergencies.</li><li>d. Message Assistance - We transmit urgent messages to Your family members in cases of emergencies.</li></ol></li><li>2. Protection Assistance<ol style="list-style-type: none"><li>a. Security Assistance - Should there be an actual or imminent threat to You and Your family, We will coordinate with the nearest police station to respond to the threat and We will provide You the contact information of said nearest police station.</li><li>b. Public Service Centers – While a fortuitous event is happening and immediately thereafter, We will contact the nearest fire or rescue center to assist You and Your family.</li><li>c. Alternative Accommodation – We will assist you in sourcing for an alternative accommodation in case Your home is rendered uninhabitable by any of the perils insured against under this Policy.</li></ol></li></ol>	<p>We will not provide:</p> <p>assistance services resulting from accidents and damages caused deliberately by You</p>



At UCPB GEN, every day starts with

UCPB General Insurance Company, Inc.

22F One Corporate Center, Doña Julia Vargas Avenue corner Meralco Avenue, Ortigas Center, Pasig City 1600

Tel. No.: (632) 811-1788 • Customer Service Center: (632) 830-6000

E-mail: customer\_service@ucpbgen.com • Website: www.ucpbgen.com



### 3. Personal Assistance

We will assist You in coordinating with our accredited service providers to attend to your home related problems like plumbing, electrical, pest control, air-con cleaning or locksmith and other home improvement services.

### 4. Concierge Services

- a. Reservation Services – We will assist You in making reservations and appointments in hotels, restaurants, limousine and motorcycle rental services, golf courses and other establishments.
- b. Personal Services – We will assist You in locating specific luxury, fashion, or gift items and their sales outlets. We will also assist You in sourcing and making reservations for airline, hotel, and transfers when travelling locally. We will also assist You in arranging conference calls.
- c. Key Facility Lines – We will assist You in getting emergency contact numbers for police, fire department, hospital, and assistance in advising contact numbers and addresses of frequently contacted government offices, such as the Bureau of Internal Revenue, Department of Foreign Affairs, National Statistics Office, Social Security System, PhilHealth as well as major foreign embassies in the Philippines.

### Procedure in Availing of the Home Assist Services

To avail of the services provided under our Home Assist Service, please contact our 24/7 Home Assist Hotline at (02) 236- 7234. Please provide our agent the following information:

- a. Your complete name and address;
- b. Your Condo Excel Protect policy number; and
- c. Your telephone number and/or other contact information.

To ensure that We maintain the highest standards of customer service, We will record Your calls for requests for assistance services.

### Limit of Liability

The aggregate amount of claim for replacement of locks to safes, alarms and outside doors in the home under this Section shall not exceed the limit stated in the Schedule during the entire insurance period.

In view of the above, You, the Policyholder, are charged the additional premium including the corresponding taxes, as follows:

Additional Premium:	Php _____
Local Government Tax:	Php _____
Fire Service Tax:	Php _____
Documentary Stamps Tax:	Php _____
Value Added Tax:	Php _____
Others	Php _____
Total:	Php _____

Except as varied above all other terms and conditions remain unaltered.

IN WITNESS WHEREOF, We, UCPB General Insurance Company, Inc. have caused this Endorsement to be signed by Our duly authorized representative this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_ in \_\_\_\_\_, Philippines.

**UCPB GENERAL INSURANCE COMPANY, INC.**  
T.I.N. 000 432 798

\_\_\_\_\_  
Authorized Signatory