

**IMPORTANT**

This Policy is incomplete without the Schedule bearing the same policy number as above and all endorsements.

ThisPolicyanditsConditionsshouldbeexamined,andifincorrectreturnedat once foralteration.

Every changeaffecting the risksInsured bythisPolicy must beimmediately advised to the Company.

Failure to do this might result in the insurance ceasing to beineffect. Thepolicyisnottransferablefromtheinsuredtoanyotherperson until the Company’s writtenconsent has been obtained.

**BETTER HOME GUARD POLICY**

**POLICY NO:**{POLICYNO}

**INSURED**: {INSUREDNAME}

**NAICOM UID:**               {NAICOMUID}

In the event ofanyloss or damage notice should be given**IMMEDIATELY**to:

**CORNERSTONE INSURANCE PLC**

**Block DPlot 21, Water CorporationDrive, Oniru Extension, P.O.BOX 75370(off Ligali AyorindeStreet)**

**Victoria Island, Lagos.**

Followedbysuch further steps as are required bythe Conditions ofthis policy

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***SECTION 1.DEFINITIONS***

*Defining terms used in the contract as stated hereunder:*

***Policy***

*This document which contains details of the coverages as itemised on your schedule and applicable endorsements.*

***Schedule***

*The document attached to this Policy which gives details of the limits of liability, the Excesses and which sections of the Policy apply.*

***Policy Period***

*The dates shown on your schedule for which this policy is in operation, and any renewal periods thereafter.*

***Sum Insured / Limit of Liability***

*The amount shown on Your Schedule as the most we will pay for claims resulting from one incident unless otherwise changed or amend by an endorsement.*

***Excess***

*This is the amount you will have to pay towards any claim.*

***Risk Address***

*The address on the Schedule of where Your insured risk is located.*

***Buildings***

*The private dwelling used for domestic purposes only located at the Risk Address and all domestic offices, stables, garages and outbuildings used solely in connection therewith and on the same premises, the fixtures and fittings therein and the terraces, footpaths, walls, gates and fences around and pertaining there to.*

***Contents***

*This shallmean your household goods, furniture,valuables and personal effects(exceptanyspecificallyinsuredhereunderseparately) andElectronic Equipment, butnotincludingFirearms.*

***Domestic Employees and Domestic Employees’ Contents***

*A person employed by you to carry out domestic duties in connection with your home and its land, and not employed by you in any capacity in connection with any other business, trade or profession.*

*Personal Effects belonging to Your Domestic Employee(s) and which is located at the Risk Address.*

***Electronic Equipment***

*Electronic equipment includes television sets, stereo equipment, video players, DVD players, home entertainment equipment, computers, games consoles, smartphones, portable music players and any accessories.*

***Electronic Equipment list***

*A list that details all the items that make up the electronic equipment as insured hereunder, including but not limited to the serial number and the replacement cost at the commencement of the Policy Period of each item individually.*

***Geographical Area***

*The country as listed on Your Schedule*

***Accidental Damage***

*Damage caused suddenly and unexpectedly from an outside force.*

***Personal Effects***

*Wearing apparel and other personal articles worn or effects used or carried but not including Valuables, Money, mechanically propelled vehicles, watercrafts, caravans, trailers, animals, camping equipment, contact lenses and documents.*

***Unfurnished***

*Any Buildings where no furniture has been installed for a period of greater than 30 days shall be deemed unfurnished.*

***Unoccupied***

*Any Buildings left unoccupied for a period of greater than 30 consecutive days will be deemed unoccupied.*

***Valuables***

*Jewellery, articles of gold, silver, or other precious metal, watches, furs, cameras, works of art, art curios, telescopes or binoculars.*

***Policy Exclusions***

*These detailing exclusions which apply to the Policy*

***Policy Conditions***

*These describing duties, obligations and procedures of the insurance.*

***Endorsement***

*Any written amendment to your policy which we have made either by way of your request or by a change in your circumstances.*

***GENERAL TERMS WHICH APPLY TO THE WHOLE OF THIS INSURANCE***

***Our Obligation to you:***

1. *insure you in line with the terms and conditions of this policy in*

*return for the premium you pay;*

1. *pay covered claims as quickly and efficiently as possible;*
2. *refund your premium in full if, for any reason, you feel that this*

*insurance is not right for you. To receive a full refund you need to cancel this insurance within 15 days of insuring with us and not have made a claim. If you cancel after the first 15 days and have not made a claim, we will return a pro-rata proportion of your premium. We will never charge you a fee for cancelling your insurance;*

1. *only cancel your insurance for a valid reason and only after giving*

*you at least 30 days’ notice which will be sent by recorded post to the correspondence address shown in your schedule. We will return a pro-rata proportion of your premium;*

***Your obligation to us***

*Please ensure that you fulfil the obligations set out below. Not doing so may affect a claim or could result in your insurance being invalid.*

*Kindly:*

1. *when providing any information, we ask for, please ensure that it is accurate,*

*complete and up- to-date. Tell us if this information changes. If you are in any doubt, please talk to us. We will tell you if a change in information affects your insurance;*

1. *always try to prevent accident or injury and protect your property against*

*loss or damage. Not doing so can mean a claim is more likely or is worse than it should have been;*

1. *let us know before you engage in any work to extend, renovate, build or demolish*

*any part of the buildings if the estimated cost of this work is more than N500,000.00. Please tell us at least 30 days before this work starts so that we can assess any potential increase in the risk of your home being damaged. We will tell you if the building works will affect your insurance or not.*

1. *tell us if your home is going to be unoccupied or unfurnished. Losses are*

*more likely to occur in unoccupied or unfurnished properties so we may amend the terms of your insurance;*

***How to make a claim***

*For us to deal with your claim please ensure that you fulfil the obligations set out on claim processes below. Not doing so may affect a claim or could result in your insurance being invalid.*

1. *Please tell us as soon as possible if something has happened which may*

*result in a claim. If a crime has been committed, you must also tell the police.*

1. *Please do not admit responsibility or make an offer of payment without*

*talking to us first.*

1. *If you have any correspondence regarding a claim, please send it to us*

*as soon as you can.*

1. *To aid us in settling your claim we will require you to prove that a loss*

*has happened. Kindly give us all the co-operation we need to investigate your claim, including evidence of the value of the items involved in a claim as well as any other relevant information and documents we may reasonably require.*

***Your Policy***

*Your Policy, Schedule and any Endorsements, are proof of a contract between you and Cornerstone Insurance Plc. This contract is based on the information given by or from you when you applied for this insurance by a proposal and declaration which forms part of this contract. You promise that the information you have given us is true as far as you know.*

*In return for you paying and our accepting your premium, we will provide insurance cover under the terms of this policy during the Policy Period shown on the Schedule. Please read your Schedule and any Endorsements to check which sections of this Policy apply.*

***UNDERINSURANCE***

*It is very important that you provide an accurate valuation for your buildings and your contents. If there is a claim and you have underinsured your buildings or contents, then we will only pay the claim in the same proportion that it was underinsured.*

*Kindly see the below example:*

*Buildings actual rebuild value:* *N 500,000,000.00*

*Buildings insured rebuild value: N 300,000,000.00 (This property is underinsured by N 200,000,000.00)*

*Lighting happened and knocks down a wall and part of the roof. The cost to repair the damage is N 50,000,000.00. However, due to the underinsurance,*

*We will only pay as follows:*

*Insured Rebuild Value x Claim*

*Actual Rebuild Value*

*Which is:*

*N 300,000,000.00 X N 50,000,000.00*

*N 500,000,000.00 =*

*We will pay the sum of N 30,000,000.00*

*While you will bear the balance of N 20,000,000.00*

*So please do not attempt to save money on your insurance by underinsuring the value of your buildings, or contents.*

*Please also remember to include the value of your*

***-Fences, Gates and Walls.***

*And any other outbuildings that make up the Buildings to be insured. If you fail to include these in the value and then after a claim, look to have them rebuilt, your buildings will be underinsured again and you will be missing coverage.*

**SECTION 2. INSURANCE COVERAGE**

We mayindemnify you in any of the following options:repair,reinstate, replaceorpaycash, forlossordamageoccurringduringthe**InsurancePeriod** uptothe**Limits ofliability**asstatedontheScheduleforeachrelevantsectionandassubjectto anyapplicableExcessforthefollowing:

**2.1. – BUILDINGS**

**Loss or damage to Your Buildings arising from**

1. Fire, lightning, explosion, thunderbolt, or earthquake

**What is not covered**: Damage

a. resulting from smokecausedby anygraduallyoperatingcauseor by

any agriculturalorindustrialoperations.

b. occurringaftertheBuildingsareleftUnoccupiedorUnfurnished.

1. Riot, Civil CommotionandStrike.
2. malicious actsand vandalism;

**What is not covered**: Damage

1. causedbytheInsuredoranyonelawfullyintheBuildings.
2. occurringwhentheBuildingsareUnoccupiedorUnfurnished.

4. impactdamagecausedby:

1. aircraft orotheraerialdevice, oranyarticledroppedfromthem.
2. any roadvehicle,horseorcattlenotbelongingto younorunder your control.

5.bursting oroverflowingofawater tank,apparatus orpipe.

**What is not covered**: Damage

a. or lossoccurringwhiletheBuildingsareleftUnoccupiedor Unfurnished.

b. or losstothewatertank,apparatusorpipe.

c. or lossarisingoutoftracingoraccessingthesourceoftheleak.

6. theft, attempted theft, burglary, housebreaking accompanied by actual forcible breaking into

or out of a building or any attempt thereat:

**What is not covered**: Damage

a. or anylossoccurringwhen yourBuildingisUnoccupiedor Unfurnished.

b. or anylossinvolvingorincollusionwiththeInsured.

7. Storm and Flood.

**What is not covered**: Damage

1. from wateroverflowarisingfromblockageofanydrains or gradual seepage of water or guttersattached to yourBuildingscausedbyalackofmaintenance.

**2.2. LOSS OF OR DAMAGE TO THE CONTENTS**

**Lossor damageto yourContentsandTenantsImprovementsarisingfrom**:

1.Fire, lightning, explosion, thunderbolt, or earthquake

**What is not covered**: Damage

a.from smokecausedby anygraduallyoperatingcauseor byany

agriculturalorindustrialoperations.

b. occurringaftertheBuildingsareleftUnoccupiedorUnfurnished.

2.Riot, Civil CommotionandStrike.

3. malicious actsand vandalism;

**What is not covered**: Damage

1. causedbytheInsuredoranyonelawfullyintheBuildings.
2. occurringwhentheBuildingsareUnoccupiedorUnfurnished.

4.impactdamagecausedby:

a.aircraft orotheraerialdevice, oranyarticledroppedfromthem.

b. any roadvehicle,horseorcattlenotbelongingto younorunder your control.

5.bursting oroverflowingofawater tank,apparatus orpipe

**What is not covered**: Damage

a. or lossoccurringwhiletheBuildingsareleftUnoccupiedor Unfurnished.

b. or losstothewatertank,apparatusorpipe.

c. orlossarisingoutoftracingoraccessingthesourceoftheleak.

6. theft, attempted theft, burglary, housebreaking accompanied by actual forcible breaking into

or out of a building or any attempt thereat;

**What is not covered**: Damage

a. or anylossoccurringwhen yourBuildingisUnoccupiedor Unfurnished.

b. or anylossinvolvingorincollusionwiththeInsured.

7. Storm and Flood

**What is not covered**: Damage

1. from wateroverflowarisingfromblockageofanydrains or guttersattached to your buildingscausedbyalackofmaintenance.

8.damage byFireonly toContentswhilsttemporarilyremovedforaperiodofup to

30daysfromtheBuildingsforcleaning, valuation,repair, maintenanceortoanotherhomewithintheGeographicalAreaup tothe limitsofLiabilityasstatedintheSchedule;

**What is not covered**: Damage to:-

1. Contentsotherwiseinsured.

b.Contents removed forsaleorexhibitionortoafurnituredepository.

**2.3. ADDITIONAL EXPENSE OF ALTERNATIVE ACCOMMODATION AND LOSS OF RENT**

In the event of the Buildings being rendered uninhabitable by any Insured Peril, we will pay up to a maximum limit of Liability equal to 10% of the combined Sum Insured for Buildings and Contents for either:

[i] reasonable additional expense for alternative accommodation of up to

the same standard within the Geographical Area. If no alternative accommodation can be found, we will pay the cash equivalent of the accommodation at the price it would have been prior to any damage; or;

[ii] loss of rent payable to you, actually incurred by you, during the period

necessary for the reinstatement of the Buildings.

**2.4. LIABILITY TO THE PUBLIC**

The Company will, subject to the Limit of **N 200,000.00** in respect of any one claim or series of claim arising out of one event, indemnify the insured against all sums for which the Insured may be legally liable as owner of the Building or as a private householder occupying the Buildings in respect of:

[1] accidental bodily injury [whether fatal or not];

[2] accidental damage to property;

occurring in or around the Buildings during the Period of Insurance.

**What is not covered**: Damage

Provided that the Company shall not be liable in respect of:

[a] bodily injury to any person being a member of the Insured's family or household or at the time of sustaining such injury engaged in and upon the service of the

Insured;

[b] damage to property belonging to or in the charge of or under the control of the insured or a member of the Insured's family or household or of a person in the service of the insured;

[c] bodily injury or damage arising out of or incidental to:

[i] the Insured's profession or business;

[ii] the use of lifts, elevators or vehicles;

[d] any liability which attached by virtue of an agreement but which would not have attached in the absence of such agreement.

In addition, in respect of a claim to which the indemnity expressed in this Section applies, the Company will pay:

[a] all costs and expenses recovered by any claimant from the Insured and;

[b] all costs and expenses incurred with the written consent of the Company.

**2.5. COMPENSATION FOR DEATH OF THE INSURED**

If the Insured whilst at the buildings suffers bodily injury caused by violent external and visible means and sustained as a result of fire or caused by thieves and if such bodily injury shall within three calendar months result in the death of the Insured, We will pay compensation of **N100,000.00** to the Insured's personal representatives.

For the purpose of this Section the expression "the Insured" shall be deemed to include the husband and wife of the Insured.

**2.6. MEDICAL EXPENSES FOR DOMESTIC ACCIDENTS**

The company shall reimburse the medical expenses for domestic accident such as electrical injury, cuts or burns suffered by the insured or members of his household while in the home; subject to the limit of **N 20,000.00**

**SECTION 3.EXTENSIONSOFCOVER**

**3.1. ALL RISKS SECTION**

Loss or damage to any item separately specified and listed under this section

in the Policy, within the Geographical Area.

**What is not covered**:

a. loss or damage caused by wear and tear, moth, vermin or any gradually

operating cause or any process of cleaning, repairing or restoring.

b. mechanical breakdown or derangement unless caused by accidental damage to the exterior of the property.

c. loss or damage caused by electrical breakdown.

**3.2. LARCENY EXTENSION**

This policy is hereby extended to cover Burglary and Housebreaking not accompanied by violent entry into or exit out of the premises.

**SECTION 4. GENERAL EXCEPTIONS (WHAT IS NOT COVERED)**

The Company shall not be liable in respect of: -

any accident, loss, damage, expense, liability or bodily injury occasioned by or through or in consequence directly or indirectly of: -

[a] any member of the Insured’s family or domestic servant or any person lawfully on the premises acting as principal or accessory to the loss or damage;

[b] War, invasion, act of foreign enemy, hostilities or war like operations [whether war be declared or not], civil war;Plundering, looting, pillage

[c] mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion revolution, military or usurped power;

[d] confiscation commandeering or destruction of or a damage to the Building contents by order of Government dejure or de facto.

2. any accident, loss, damage, expense, liability or bodily injury directly or indirectly caused by or arising from or in consequence of or contributed to by:

[a] nuclear weapons material;

[b] ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste of nuclear fuel solely.

[c.] any chemical, biological, biochemical or electromagnetic weapon

[d] the use or operation, as a means for inflicting harm, of any computer, computer system, computer software programme, computer virus or process or any other electronic system.

3. Consequential loss or damage of any kind except as provided in Section III.

4. Any act, including but not limited to labour disturbance, lock-out, riot or strike, which is calculated or directed to bring about loss or damage in order to further any political aim, objective or cause, or to bring about any social or economic change, or in protest against any State or government, or any political or local authority, or for the purpose of imposing fear in the public or any section thereof.

5. Livestock and all Consequential Loss resulting therefrom.

6. Communicable Disease Exclusion-LMA 5394

This policy excludes any loss, damage, liability, claim cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease (e.g. any action taken in controlling, preventing or suppressing a Communicable Disease) regardless of any other cause or event contributing concurrently or in any other sequence thereto.

1. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

1.1. the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and

1.2. the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and

1.3. the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of; loss of value of; marketability of or loss of use of property.

2. Notwithstandingtheforegoing,lossesdirectlycausedbyanyotherwise coveredperilundersubjectPoliciesandnototherwiseexcludedunderthis reinsurance agreement shallbecovered

**SECTION 5. CONDITIONS**

**5.1. Interpretation**

This Policy and the Schedule shall be read together and any word or expression to which specific meaning has been attached in any part of the Policy or of the Schedule shall bear such meaning wherever it may appear.

**5.2. CareofBuildings**

You shall: -

[a] Use all reasonable diligence and care to keep the Buildings in a proper state of repair and if any defect therein be discovered.

**5.3. NotificationofAccidentorEvent**

In the event of any happening which may give rise to a claim under this policy, the insured [or in the case of a claim under Section V the Insured's personal representative]:

[a] shall give immediate notice in writing to the Company;

[b] if there has been theft or any attempt thereat shall give immediate notice to the Police;

[c] shall at his [or their] own expense supply the Company with full particulars in writing as soon as possible and in the case of a claim under Section I or II not later than thirty days after the occurrence of the loss or damage;

[d] If a claim may arise under Section IV, shall send to the Company any writ, summons or other legal process issued or commenced insured and shall give all necessary information and assistance to enable the Company to settle or resist any claim or to institute proceedings;

[e] shall not incur any expense in making good any loss or damage, negotiate, pay,

admit or repudiate any claim without the written consent of the company;

[f] Shall give the Company all such information as the Company may reasonably require

**5.4. RightofAccess**

The Company shall be entitled: -

[a] on the happening of any loss or damage for which indemnity is provided under **Section 2.1 or 2.2** to enter any building where the loss or damage has happened and to take and keep possession of the property Insured and to deal with the salvage in a reasonable manner and this policy or any copy thereof certified by the Company, shall be proof of leave and licence for such purpose but no property may beto the Company;

[b] to undertake in the name and on behalf of the Insured the solute conduct, control and settlement of any proceedings and to take proceedings at its own expense and for its own benefit, but in the name of the insured, to recover compensation or secure indemnity from the third party in respect of anything covered by this Policy;

[c] to pay at any time to the insured the limit of Liability under Section IV or any lesser amount for which any claim or claims can be settled and upon such payment the Company shall relinquish conduct and control of and be under no further liability under that Section in connection with such claim or claims except for costs and expenses recoverable from the Insured or incurred with the written consent of the company in respect of the conduct of such claim or claims before the date of such payment.

**5.5. Other Insurance**

If at the time of any happening giving rise to any loss, damage, expense or liability for which indemnity is provided under this policy there shall be any other insurance against such loss, damage, expense or liability or any part thereof the Company shall not be liable for more than its ratable proportion thereof.

**5.6. Under Insurance**

If either the Buildings or the Contents shall at the time of any loss or damage for which indemnity is provided under Section I or II be of greater value than the Sum Insured thereon then the Insured shall be considered as being his own insurer for the difference and shall bear a ratable proportion of the amount of such loss or damage accordingly and every item of the Buildings and of the Contents shall be separately subject to this Conditions.

**5.7. Fraudulent Claim Condition**

If any Claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices are used by the insured or anyone acting on his behalf to obtain any benefit under this Policy, all benefit hereunder shall be forfeited.

**5.8. Notice from Policyholder**

Notice to local Agents, or knowledge on the part of local Agents, of any fact requiring to be communicated to the Company, in terms of this Policy, cannot be accepted as notice to the Company. All such notices must be sent to the Head Office of the Company in Lagos or to one of the Branch Offices. Nor are any Agents authorized to endorse, or otherwise alter the Policies of the Company.

**5.9. Cancellation either by you or insurer**

This Policy may be cancelled at any time at the request of the insured in writing to the Company and the premium shall be adjusted on the basis of the Company receiving or retaining a short-term premium or minimum premium.

The policy may also be cancelled by the Company by seven days notice given in writing to the insured at his last known address and the premium shall be adjusted on the basis of the Company receiving or retaining pro-rata premium.

**5.10. Insured's Rights and Interests**

Unless otherwise expressly stated nothing contained herein shall give any rights against the company to any person other than the insured. Furthermore, the Company shall not be bound by any passing of the interest of the Insured otherwise than by death or operation of law unless and until the company shall by endorsement declare the insurance to be continued. The extension of the Company's liability in respect of the property of any person other than the insured shall give no right of claim hereunder to such person, the intention being that the Insured shall in all cases claim for and on behalf of such person and the receipt of the insured shall in any case absolutely discharge the Company's liability hereunder.

**5.11. Arbitration**

If any difference arises as to the amount of any loss or damage, such difference shall independently of all other questions be referred to the decision of an arbitrator to be appointed in writing by the parties in difference or, if they cannot agree upon single arbitrator, to the decision of two disinterested persons as arbitrators, of whom one shall be appointed in writing by each of the parties within two calendar months after having been required so to do in writing by the other party. In case either party shall refuse or fail to appoint an arbitrator within two calendar months after receipt of notice in writing requiring an appointment, the other party shall be at liberty to appoint a sole arbitrator and in case of disagreement between the arbitrators the difference shall be referred to the decision of an umpire who shall have been appointed by them in writing before entering on the reference and who shall sit with the arbitrators and preside at their meetings. The death of any party shall not revoke or affect the authority or powers of the arbitrator, arbitrators and umpire respectively and in the event of the death of an arbitrator or umpire another shall in each case be appointed in his stead by the party or arbitrators [as the case may be] by whom the arbitrator or umpire so dying was so appointed. The costs of the reference and of the award shall be at the discretion of the arbitrator, arbitrators or umpire making the award. It is hereby expressly stipulated and declared and it shall be a condition precedent to any right of action or suit upon this policy that the award by such arbitrator, arbitrators or umpire of the amount of the loss or damage, if disputed, shall be first obtained.

**5.12. Policyholders Duty**

The due observance and fulfillment of the terms, provisions, conditions and endorsements of this Policy, in so far as they relate to anything to be done or complied with by the Insured, shall be conditions precedent to any liability of the Company to make any payment under this Policy.

**5.13. Notice of Alteration of Risk**

The insured shall give Us immediate notice of any alteration which materially affects the risks covered by this Policy.

**SCHEDULE**

POLICY NO: {POLICYNO}

INSURED: {INSUREDNAME}

PRODUCT: {SUBRISK}

ADDRESS: {INSADDRESS}

BUSINESS/OCCUPATION: {Occupation}

PERIOD OF INSURANCE: FROM: {StartDate} TO: {EndDate}

TOTAL SUM INSURED**:** N{SumInsured}

FIRST PREMIUM: N{ProRataPrem}

ANNUAL PREMIUM**: N{BasicPremium}**

LOCATION OF RISK: {RiskLocation}

**RENEWAL DATE: {RenDate}, ANNUALLY**

DATED THIS DAY {StartDate}

EXAMINED BY: {SubmitBy}

\_\_\_\_\_

**For: CORNERSTONE INSURANCE PLC**

**SPECIFICATION ATTACHING TO AND FORMING PART OF {SUBRISK} POLICY NO. {POLICYNO} IN THE NAME OF THE {INSUREDNAME}**

{ListTable}

**ENDORSEMENTS FORMING PART OF POLICY NUMBER {POLICYNO}**

**EXCESS CLAUSE**

It is declared and agreed that the Company shall not be liable for the first part of each and every loss arising out of the underlisted perils: -

**PERILS EXCESS [=N=]**

i. Malicious Damage 5,000.00

ii. Storm and Flood 5,000.00

iii. Riot, Civil Commotion and Strike 5,000.00

iv. Bursting or Overflowing of Water Tanks,

Apparatus or Pipe 5,000.00

v. Earthquake 50,000.00

vi. All Risk Section 10% of claim amount.

**PROTECTION WARRANTY**

It is warranted that locks, bolts, bars fastenings and other protective devices on the premises shall always be maintained in efficient working condition and shall be operated whenever the premises are left unoccupied or at night.

**SECURITY LIGHT CLAUSE**

It is understood and agreed that security lights must always be on at night and whenever the premises are unoccupied.

**WARRANTY CONCERNING AIRCONDITION OPENINGS**

It is understood and agreed that Air-conditioner(s) installed in the premises covered by this policy shall be protected from the exterior wall by iron grille otherwise the company shall not be liable for any loss or damage to property insured where entry into or exit from the premises occurred through such unprotected openings.

**PAIR OR SET CLAUSE**

It is hereby understood and agreed that where any item insured under this policy consists of articles in pair or set, the liability shall not exceed the value of any particular part or parts that may be lost or damaged without reference to any special value which such article or articles may have as part of such pair or set nor more than a proportionate part of the insured value of the pair or set, except where the said lost or damaged article forms an integral part of the pair or set such that its functionality is voided.

**INSURED'S HOUSEHOLD/EMPLOYEE CLAUSE**

It is declared and agreed that losses or damages by theft through or attributable to members of the Insured's household, domestic servants or persons legally residing within the insured premises are excluded by this policy.

**ELECTRICAL INSTALLATION CLAUSE**

This Company is not liable for loss of or damage to, any Electrical Machine, Apparatus, or any portion of the Electrical Installation arising from or occasioned by over- running excessive pressure, short-circuiting, arcing, self-heating or leakage of Electricity from whatever cause (lightning included) arising.

Provided that this exemption shall only apply to the particular Electrical Machine so affected and not other Machines Electrical Installation destroyed or damaged.

**GENERATOR WARRANTY**

Where generator is included among the property insured under this policy, the company would not be liable for loss or damage by theft or any attempt thereat unless such generator is kept in a purpose-built house or metal grille securely fixed to the floor and secured by a chain and padlock at all times.

**DOCUMENTARY EVIDENCE WARRANTY**

It is warranted that in that in the event any claim affecting all items insured under this policy, the insured will produce documentary evidence as proof of ownership.

{ListTable2}

**F I R E P R E V E N T I O N H I N T S**

* NEVER OVERLOAD ELECTRICAL OUTLETS/SOCKETS
* CHECK GAS CYLINDERS REGULARLY FOR LEAKAGES
* SWITCH OFF GAS CYLINDERS REGULATOR AFTER USE
* TURN OFF ALL ELECTRICAL APPLIANCES WHEN NOT IN USE
* NEVER STORE PETROL OR OTHER INFLAMMABLES IN THE HOUSE
* NEVER SMOKE IN BED OR THROW CIGARETTE STUBS CARELESSLY
* NEVER LEAVE BOILING RINGS, HOT PLATES, KETTLES ETC UNATTENDED
* NEVER LEAVE LIGHTED CANDLE OR LAMP ON ANY COMBUSTIBLE OBJECT
* NEVER RE-FUEL YOUR GENERATOR, KEROSINE STOVE OR LANTERN WHILE STILL IN USE.

**So many destructions in the past have been traced to avoidable causes which the above message tries to address.**

**COMPLAINTS PROCEDURE**

We always aim to meet and exceed your expectation as our well-cherished customer. However, if you are not satisfied with our service, you may lodge your complaints to us in writing through your Broker/Agent or directly {if there is no Broker/Agent} to:

The Group Head, Customer Experience Group,

Customer Services Department

CORNERSTONE INSURANCE PLC

Block D Plot 21, Water Corporation Drive,

Oniru Extension, P.O.BOX 75370

(off Ligali Ayorinde Street)

Victoria Island, Lagos.

Contact Customer Service on:

* Telephone No: 0700 Cornerstone (0700 26763778663)
* Email: [enquiries@Cornerstone.com.ng](mailto:enquiries@Cornerstone.com.ng)

**Information to be provided with the complaint**

Name, address, contact details, and description of the complaint.

**How complaints are handled.**

* Once a complaint is received, the Customer Services Team shall acknowledge receipt of the complaint within 2 days.
* All complaints will be resolved within 3 working days.
* For exceptional cases where a complaint takes a longer time to be resolved, the Customer Services Team will keep the complainant informed of the status on a regular basis.
* In the event of an inability to resolve the complaints, the Complaint Co-Ordinator will ensure compliance with the Arbitration clause spelled out in the policy document.

**The following other options are available for the client/complainant in case the resolution is not satisfactory:**

Arbitration Committee of the Nigerian Insurers Association [NIA] at no extra cost to you.

Address: No 42, Saka Tinubu Street, Victoria Island, Lagos.

Telephone Number: 08029908531

E-mail - [info@nigeriainsurers.org](mailto:info@nigeriainsurers.org)

The Complaint Bureau of the National Commission

Address: Plot 1239, Ladoke Akintola Boulevard

Garki II, PMB 457 Garki

Abuja, Nigeria

Telephone Number: +**234 (09) 875-6021**

E-mail: [contact@naicom.gov.ng](mailto:contact@naicom.gov.ng).

Where the above processes fail to produce the desired result, customers have the right to the competent court of Jurisdiction as the final arbiter.

Thank you for choosing Cornerstone Insurance Plc as your preferred Insurance Company.