

Property Protection and Liability Insurance for Short-Term Rental Properties

Additional pre-contractual information sheet for short-term rental insurance
(DIP Aggiuntivo Danni)

CoverCat B.V., Amsterdam, The Netherlands

Product: CoverCat Protection Policy

This additional information sheet for property and liability insurance is dated October 1, 2024.

This document contains additional and supplementary information to the pre-contractual information sheet for property insurance (DIP Danni) to present the product features, contractual obligations and the company's financial position to the potential policyholder in a clear and detailed way.

The policyholder must consult the general conditions of insurance before signing the contract.

CoverCat B.V.

CoverCat B.V. is a Direct Distributing Authorised Agent, authorised and regulated by the Dutch Financial Conduct Authority, AFM, # 12049420. In Italy, CoverCat is authorised to carry on insurance business under the freedom to provide services and is entered in the IVASS Register of Insurance Distributors under number UE00752653. For Policy Holders based in Italy, CoverCat distributes insurance for the Swedish insurer EIR.

EIR FÖRSÄKRING AB

Registered office in Sweden, Box 3132, 103 62 Stockholm, E-Mail: info@eirforsakring.se, www.eirforsakring.com
CRN: 559166-0617. Supervisory authority: FSA Sweden Financial Market Authority, Registration #: 52888
In Italy, EIR FÖRSÄKRING AB is authorised to carry on insurance business under the freedom to provide services and is entered in the IVASS Register of Insurance Undertakings under number II.01854

The following data relate to the last approved balance sheet (2023) and the report on the solvency and cash flows:

Net assets: SEK 97,602,000 ≈ (EUR 86.000.000)

Initial fund: not applicable to Swedish insurance companies, only to mutual insurance companies.

Financial position and solvency of the company (SFCR): You can view the relevant information on website at

<https://www.eirforsakring.com/en/financial-information>

SCR ratio: 195% MCR ratio: 210%

Dutch law applies to the insurance contract to be concluded.

The insurance cover applies within Germany, Greece, France, Italy, The Netherlands, Portugal and Spain. **Please see your Policy Schedule for the geographic coverage that applies to you.**



Who needs this insurance product?

This insurance product is specifically designed for professional property management companies, managing properties on behalf of homeowners renting their property on a short-term basis to paying guests. Our system integrates with the property management or booking platform to identify and insure the guest reservations.



What is insured?

This policy protects Property Managers and Homeowners for guest-caused property damage (structural and/or contents damage), and liability for guest bodily injury, that occurs at rental locations while rented to guests, as to be confirmed by a rental agreement or contract.

General Liability

- ✓ Legal Liability of the insured for guest bodily injury or property damage caused as a direct result of the occupation of a dwelling by a guest during the term of the Rental Agreement.
- ✓ Includes damages claimed by any person or organization for care, loss of services, or death resulting from bodily injury and interest.
- ✓ Includes settlements.

Optional endorsements:

- Liability coverage for bodily injury related to guest use of hot tubs, spa's and/or pools can be selected (and should be specifically stated in the Policy Schedule).

First Party Property Damage

- ✓ Loss to dwelling and/or contents rented out commercially under a Rental Agreement.
- ✓ Including accidental guest-caused damage in the Insured Property.

You can select the following optional endorsements which cover property damage:

- Including damaged linens (if specifically stated in your Policy Schedule).
- Including intentional acts by the guest, such as prohibited smoking and pet damage, to the Insured Property (if specifically stated in your Policy Schedule).
- Including damage caused to/by recreational vehicles provisioned as part of the rental (if specifically stated on your Policy Schedule).
- Including damage resulting from a verified Bed Bug infestation (if specifically stated on your Policy Schedule).
- Including damage resulting from guest use of hot tubs, spa's and/or swimming pools.



What is not insured?

This policy protects the insured for guest-caused property damage. This policy DOES NOT PROVIDE COVERAGE to the property if the property is not rented.

General

No coverage is provided:

- ✗ If the property is not rented by a guest under a rental agreement.
- ✗ If the insured event or damage was or could have been expected by the property manager or home owner.
- ✗ To an employee or a family member of the property manager or a home owner.
- ✗ In the case of release or escape of pollutants.
- ✗ In case of the loss or impairment of electronic data or a breach of GDPR.
- ✗ If the insured event or damage is the result of a virus or bacteria.

No insurance cover is provided for events that

- ✗ are caused intentionally or with gross negligence by the insured person.
- ✗ are caused by any exposure to nuclear, biological or chemical weapons (NBC weapons).
- ✗ are related to war, civil war, war-like conditions or civil unrest.
- ✗ occur in the event of the insured person attempting or committing dishonest or intentional acts that are punishable by law.

Insofar as the policyholder or the insured person is a sanctioned person, a sanctioned company or a sanctioned organisation that is included on a sanction list of the United Nations, the European Union or the United States of America, and to the extent of the sanction, no insurance cover shall be granted for them, no payment shall be made and no benefit shall be provided that is directly or indirectly due to them.



What is not insured?

Liability

No coverage is provided for liability:

- × If covered under another contract.
- × If you were providing alcohol.
- × For any obligation of the property manager or a home owner under a workers' compensation, disability benefits or unemployment compensation law.
- × As a result of defamation and infringement or invasion of privacy.
- × for bodily injury or property damage to others caused by a guests' pet.

Property

No coverage is provided for property damage:

- × If you have no effective control over the property.
- × If the dwelling is of a non-permanent structure, such as a mobile home or caravan.
- × If the property is occupied by the owner.
- × For any obligation of the property manager or a home owner under a workers' compensation, disability benefits or unemployment compensation law.
- × In the case of wear-and-tear; the gradual deterioration or damage that occurs to an object or property due to normal usage and aging over time.
- × To road vehicles.
- × In case of mysterious disappearance.
- × In the case of formal events on the premises.
- × For rental properties in France, no coverage is provided for property damage as a result of fire.



What are my obligations? What are the insurer's obligations?

Obligations of the policy holder and/or insured:

- The answers in any proposal, statement of fact or declaration for this insurance or any information you have provided must be true and complete;
- You must tell us if there is a material change in circumstances; which includes any new circumstances or changes in circumstances which alter the subject matter of the policy or the nature of the risk underwritten;
- You must take all reasonable steps to prevent any accident, injury, illness, disease, loss or damage, and keep the insured properties (and content) in good repair;
- You must let us know immediately about any event which may give rise to a claim under the policy;
- You must not admit, deny, negotiate or settle a claim without our written permission;
- You must co-operate fully with us in investigating and handling any claim including sending us all documents, proof, information and any letter or legal summons or similar document we may reasonably need;
- You must pay your premium on time - If the premium is not paid on time, the insurer may declare the policyholder in default. If after notice of default the premium is not paid within the stipulated period, the right to payment will lapse.

Obligations of the insurer:

We need to and will:

- provide coverage and pay claims in accordance with the policy;
- act in good faith and deal fairly with the policyholder;
- provide clear information about the insurance policy, including changes;
- settle claims promptly and fairly after receiving all necessary information;
- defend the policyholder in liability cases where applicable;
- investigate claims thoroughly and without unreasonable delay or bias;
- adhere to the terms of the insurance contract;
- detect and prevent fraud, but without unfair treatment;
- maintain open communication with the policyholder;
- refund unused premiums if the policy is terminated early.

The policyholder's obligations with respect to the insurance contract are set forth in Book 7 of the Dutch Civil Code, specifically in the Articles on Insurance Contracts (Title 17). These describe the rights and obligations of both the insurer and the policyholder.



Are there any limitations of cover?

- ! For all our insurance coverages the amounts covered are limited to the coverage limits. We provide different coverage limits. Please see your Policy Schedule for the limits applicable to your policy.
- ! In the event of a claim, an excess or deductible may apply. This is the portion of the loss that will remain the responsibility of the insured. We provide different excess amounts. Please see your policy schedule for the amount applicable to you.
- ! Coverage is only provided while the property is being rented as part of a rental agreement between you and a guest.
- ! In some cases, we can request for a police report to substantiate a claim.
- ! Where you are also covered under another policy or insurance for the same loss, special rules apply.

Geography of coverage:

- ! We only cover rental properties in some European countries. Please check the Policy Schedule to see which countries are covered.
- ! In France, Property damage as a result of fire is not covered.



When and how do I pay?

The premium is a retroactive premium calculated after a monthly coverage period based on the actual reservations that occurred during the coverage period. This amount is payable immediately after receiving the invoice. The premium includes all local charges and the statutory insurance tax.

We will charge you on the basis of actual rentals in any of your properties during the monthly billing cycle. We will do this through monthly direct debit, unless agreed with you otherwise and confirmed on your Policy Schedule. Payment options include bank account direct debit, debit and credit cards.



When does the cover begin and end?

From the date the integration with your Reservation or Booking system is completed (as described in the Customer Agreement) for 12 months. You can see all details of coverage in the portal we provide to our policyholder.



How can I end the contract?

You may cancel this policy with a 90-day notice at any time by contacting CoverCat. We will work out the premium for the period for which we have insured you and refund or charge any balance. To cancel the contract, send a written notice stating the future date following the notice period on which the policy is to be cancelled, by email to help@mycovercat.com, or by postal mail to:

CoverCat B.V.
Vijzelstraat 68
1017 HL
Amsterdam, The Netherlands

The contract shall end automatically twelve (12) months after the start. If you wish to prolong the coverage, please contact us.



What costs do I have to pay?

You pay a premium per night or per stay of a guest, depending on the agreement. The premium is based on the risk coverage we provide and could include coverage for the contents and the dwelling of the rental property and the property manager's or home owner's liability towards the guest. You also have the option for extra coverage through the endorsements we provide. All applicable coverage will be specified in your Policy Schedule.

In some countries we are obligated to charge an extra premium or extra levies. And in all countries we are obliged to include premium tax or fiscal charges to the premium. Check your quote for details.

Commission fees for this product are 23.00% on average in Italy. This can be lower or higher depending on the loss results of this product. This percentage is already included in the premium.

How do I make a complaint and how can I resolve disputes?

To the insurance distributor:

Any complaints about the contract or the settlement of claims may be submitted to us in writing at:

- CoverCat, Vijzelstraat 68, 1017 HL Amsterdam, The Netherlands
- by email to complaints@mycovercat.com

In order to help us investigate your complaint, please send the below details:

- your full name, address and postal code
- your policy reference number
- your phone/email contact details
- full details of what has caused you to make a complaint
- how you would like us to resolve your complaint

If we fail to reach a joint solution, you can submit the complaint to the Financial Services Complaints Institute (Kifid) in the Netherlands. You must do this within three months of receiving a final response from us.

Kifid, P.O. Box 93257, 2509 AG The Hague, The Netherlands

To IVASS:

If the outcome of the complaint is not satisfactory or if you do not receive a reply within the 45-day period, you may send the complaint to the Institute for the Supervision of Insurance (IVASS, the Italian insurance supervisory authority) at Via del Quirinale, 21 - 00187 Rome, Italy, Fax 06.42133206, PECMail: ivass@pec.ivass.it.

To submit a complaint, you can use the form on the IVASS website at www.ivass.it. You can also find more information about how to make your complaint on the website.

How to resolve disputes?

Before taking legal action, it is also possible to settle disputes out of court in the following ways:

Mediation

- A mediation procedure provided by the Ministry of Justice may be used. See www.giustizia.it (Law No. 98 of 9 August 2013).

Assisted negotiation

- This is a negotiation procedure with legal assistance to reach an amicable solution to the dispute.

Alternative ways to resolve disputes

- Expert procedure: the parties may agree in writing that the cause and amount of the claim shall be determined by experts, one expert being appointed by the company and one by the policyholder. The experts appoint a third expert as arbitrator, who makes the decisions in case of disagreement.
- For cross-border disputes, the complaint may be addressed to the insurance supervisory authority (IVASS) or directly to the competent foreign arbitration body. A request for arbitration can be submitted for this purpose to FIN-NET or you can find the competent foreign arbitration board on the following website: <https://ec.europa.eu/info/fin-net>.



Who sells this product?

The CoverCat Protection Policy can be bought directly through CoverCat. Visit our website for contact details at www.mycovercat.com.

The CoverCat Protection Policy can also be bought through our local (Italian) intermediaries. For contact details visit our website: www.mycovercat.com.