

HomeBLISS Frequently Asked Questions

Do I need home insurance?

Your home is one of the cosiest places where your heart lies, your memories are built and where you and your family could feel safe. While your apartment or house is your safe haven, it will need protection too. If your apartment or house were damaged by an unforeseen event such as fire or bursting of water pipes, a home insurance would act as a financial shield to help you meet the repair or replacement cost. Other than covering the building structure, home insurance such as HomeBliss will also cover the improvements and additions (e.g. renovations) you made to your apartment or house, your household contents and personal effects.

I already have a HDB Fire insurance. Why should I buy a home insurance like HomeBliss?

The HDB Fire Insurance Scheme was introduced to help relieve flat owners of the financial burden of repair work in the unfortunate event of a fire. The HDB fire insurance covers the cost of reinstating damaged internal structures, fixtures, as well as areas built and provided by HDB. It does not include home contents such as furniture, renovations and personal belongings.¹ Buying home insurance such as HomeBliss, improvements and additions to your HDB apartment would be covered along with your furniture and household contents. The other benefits² you get to enjoy include 24-hour Emergency Home Assistance such as plumbing assistance, replacement of laptops or mobile devices if these are damaged due to an Insured Peril or your legal liabilities to 3rd parties that may arise due to an Insured Peril – just to name a few.

¹Source: <https://www.hdb.gov.sg/residential/living-in-an-hdb-flat/fire-insurance>

²Please refer to HomeBliss policy wordings.

I stayed in a condominium and I thought it has a fire policy in place. Why should I buy a home insurance like HomeBliss?

If you reside in a condominium or an apartment registered as a Management Corporation Strata Title (MCST) property, it is the legal responsibility of your Management Committee (MC) to insure the entire property for fire damage. If the property is damaged, the MC will make a claim on the insurance policy and use the claim amount to reinstate the property. The MCST fire insurance policy may not cover the homeowners' improvements and/or renovations made to their individual properties. Homeowners are encouraged to check the coverage of their MCST's fire insurance policy and arrange for additional or separate fire insurance to cover improvements and/or renovations made.¹

Buying home insurance such as HomeBliss, improvements and additions to your apartment would be covered along with your furniture and household contents. The other benefits² you get to enjoy include 24-hour Emergency Home Assistance such as plumbing assistance, replacement of laptops or mobile devices if these are damaged due to an Insured Peril or your legal liabilities to 3rd parties that may arise due to an Insured Peril – just to name a few.

¹Source: <https://gia.org.sg/help-support/property-insurance/101-mortgagee-interest-policy/421-what-is-the-difference-between-mip-and-mcst-fire-insurance.html>

²Please refer to HomeBliss policy wordings.

I am interested to buy HomeBliss? Are there any criteria?

Here's a simple checklist:

Property to be insured	(a) Apartment, condominium, cluster housing or HDB flat; or (b) The house/ apartment must be constructed with brick, stone or concrete, its roof is laid with concrete slate or tiles and/or other incombustible materials.
Usage of the property to be insured	The house/ apartment must be for residential use only. It should not be used to conduct business e.g. childcare centre, tuition centre, private dining business etc. You should know that any equipment and/or monies associated with your occupation and/or business are excluded from HomeBliss cover, regardless if these are from a home-based business at the property to be insured.
Location of the Property to be insured	The house/ apartment must be located within the territories of Singapore.
Insurable interest	You should either be: a) An owner or a co-owner of the property to be insured (as homeowner or landlord); or b) A tenant who is renting the entire property that is to be insured and is residing in it.

How much should I insure for my house or apartment?

There are 2 sections in our home insurance, HomeBliss, which you will need to decide how much to insure. They are, namely:

- Section 1: Building, Renovations, Fixtures and Fittings
- Section 2: Contents

Determining the sum insured for Building, Renovations, Fixtures and Fittings

When deciding on the sum insured for Section 1, you need to ensure that it should represent the cost of reinstatement of the building, including renovations, fixtures and fittings in the event of total loss. In simple terms, "reinstatement" means the restoration of the building etc. to a former or original state.

To determine the cost to reinstate the **building** (e.g. a landed property), you may engage the service of a qualified property surveyor who, for a fee, will survey your property and provide you with a report on the reinstatement cost of the building.

Alternatively, you may also calculate the sum insured for the building on your own. Here's how:

1. Determine your building **Construction Floor Area (CFA)**.

CFA is the area of all building enclosed covered spaces measured to the outside face of the external walls including covered basement and above ground car park areas. You can obtain the CFA from the developer of your property or the Managing Agent in the case of a condominium unit (i.e. Strata Titled property).¹

2. To calculate the reinstatement cost valuation specific to your property type, you will need the **construction cost for your property type** (e.g. terrace house or condominium etc.), which is regularly published by the quantity surveyor. Here's a [link](#) for your reference.
3. After you have worked out the estimate cost of reinstatement for the building, you should also add in an estimate cost of renovating your home, which should also include fixtures and fittings such as electrical fittings, lightings and built-in furnishings etc.
4. You may also refer [here](#) for an example.

¹source: <https://gia.org.sg/property-insurance-faq/418as-a-general-guide-how-do-i-estimate-the-sum-insured-as-a-general-guide-how-do-i-estimate-the-sum-insured.html>

How do I determine the Sum Insured for Contents?

For the sum insured for Contents, it should represent the cost of replacing the same item when new. The would include any physical and movable items belonging to you and your family such as movable furniture (e.g. dining table and chairs), electrical items (e.g. TV, refrigerator) and personal items (e.g. notebooks and laptops).

What is under-insurance? And how does it affect me if my home insurance is under insured?

Underinsurance is insufficient insurance coverage that leaves the policyholder responsible for a large percentage of a total loss or expense and may lead to financial hardship. If a homeowner is underinsured and there's significant damage to a residence, the insurance pay out may not be enough to cover repairs or replacement.¹

Here's an example to demonstrate how under insuring your home may affect you:

Mary's property reinstatement value was \$1 million. As she felt that it would be unlikely that her home be destroyed by fire or otherwise, she decided to insure her property for \$300,000 only. Unfortunately, a fire broke out in one of the bedrooms and the cost of repairs was \$20,000. As Mary only insure 30% of the property's reinstatement value, HomeBliss will compensate Mary \$6,000. Mary will bear \$14,000, which is the rest of the repair costs.

Calculating the percentage of insurance borne by the insurer:

$$\frac{\text{Sum Insured}}{\text{Reinstatement Value}} \times 100\% = \frac{\$300,000}{\$1,000,000} \times 100\% = 30\%$$

Calculating the amount that the Insurer pays for the loss:

$$(\% \text{ of Cover by the Insurer}) \times \text{Cost of Repairs} = 30\% \times \$20,000 = \$6,000$$

¹Source: <https://www.investopedia.com/terms/u/underinsurance.asp>

The water pipe in my kitchen suddenly burst and flooded my kitchen, damaging the kitchen cabinets and oven. Would these be covered under HomeBliss?

Yes, HomeBliss will cover the loss or damage to your building, renovations or contents caused by bursting of water pipes or tanks within your premises, provided it has not been left unoccupied for consecutive 30 or more days and subject to the policy terms & conditions. However, the cost of repairing the burst water pipes will not be covered by HomeBliss.

¹ Terms and conditions apply. Please refer to HomeBliss policy wordings.

The pipe located in the corridor outside my apartment burst, causing the water to flow in and flooded my apartment. It damaged my flooring and furniture. Would it be covered under HomeBliss?

This is covered under HomeBliss *Enhanced* Plan, which covers loss and damage caused by Insured Perils and accidental means. HomeBliss Standard Plan, which covers Insured Perils only, will not cover for loss and damage caused by bursting of water pipes or tanks that are located outside your home.

I noted that my cupboard was damaged by water, but I am not sure where the water came from. Will this be covered by HomeBliss?

The repair of the water-damaged cupboard is covered under HomeBliss *Enhanced* Plan, which cover loss or damage caused by Insured Perils and accidental means. However, the cost of tracing of the source of water seepage will not be covered by HomeBliss.

A fire broke out on the void deck of my apartment block and caused my unit to be covered in thick black smoke, even though the fire did not spread to my unit. Would this be covered under HomeBliss?

HomeBliss Standard Plan covers smoke damages caused by faulty operation of any heating or cooking unit in the Insured Dwelling. Hence, for this scenario, it is not covered under the Standard plan. However, if you have chosen HomeBliss *Enhanced* Plan, smoke damage due to other reasons would be covered, subject to the policy terms & conditions.

Important Notes & Disclaimer

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact your insurer or visit the GIA/LIA or SDIC websites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

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