Balcia
insurance

Private Property insurance terms and conditions

No: **LV-08/02-04**
Valid from **20.10.2026**

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Explanation of terms

All terms in the text will be written in lowercase italics

Actual value
The cost of repairing or replacing the insured object, minus depreciation due to wear and tear over time. The calculation of depreciation is explained in these terms and conditions.

Apartment
A residential unit in a multi-apartment building. It includes all integral parts, built-in furniture and kitchen equipment.

Auxiliary building
A separate building that is not intended for residential use, for example a garage, basement, shed or greenhouse larger than 20 square meters and not covered with film.

Beneficiary
The person named in the *insurance contract* to receive the *insurance indemnity* if an insured event happens.

Explanation of terms

All terms in the text will be written in lowercase italics

Building
A structure intended for residential use. It includes terraces up to 20 square meters, built-in furniture and kitchen equipment. It complies with legal requirements and includes all permanently attached parts.

Deductible
The portion of the loss for each separate insured event that *you* cover.

Home
A legally used *building* or *apartment* specified in the *insurance contract* according to land register data that is inhabited for at least 9 months per year.

Immovable property
The real estate specified in the *insurance contract,* which may be a *home* or a *non-permanently inhabited home,* together with its *auxiliary buildings*.

Indemnity limit
The maximum amount *we* can pay for one insured event. The *indemnity limit* is fixed in the *insurance contract* and may apply to a specific object or event. If an *indemnity limit* is set, underinsurance rules do not apply.

Insurance contract
This is an agreement between the *insurer* and the *policyholder.*

Insurance indemnity
The amount of money or service to be paid in accordance with the *insurance contract.*

Insurance premium
The amount paid for insurance.

Insured or **You**
A person who has an insurable interest and in whose favour an *insurance contract* has been concluded.

Insurer or **Us**
Balcia Insurance SE.

Movable property
Movable items owned or used by *you* or *relatives* that are located within the *territory.*

Non-permanently inhabited home
A legally used residential *building* or *apartment* specified in the *insurance contract* according to land register data that is not permanently inhabited and serves as secondary real estate.

Policyholder
A person who has entered into an *insurance contract* with *us.*

Reinstatement value
The amount required to repair or restore the *immovable property* to the condition they were in immediately before the insured event.

Relatives:
- *Your* spouse or the partner with whom *you* live;
- *Your* or your spouse's or partner's children, grandchildren, parents, grandparents, brothers, and sisters (including those of your spouse or partner).

Explanation of terms

All terms in the text will be written in lowercase italics

Smart devices
Electronic devices such as mobile phone, tablet, laptop, TV etc. that connect to other devices or networks using the internet or wireless connections such as Bluetooth, NFC, 3G, 4G and 5G.

Sum insured
The maximum amount of money *we* will pay if an insured event occurs. It is specified in the *insurance contract* or calculation rules and remains unchanged even if a claim payment has already been made.

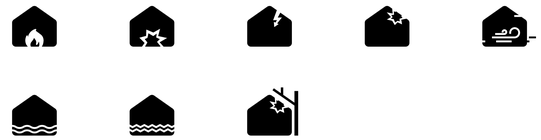
Territory
The address or territory specified in the *insurance contract* to which the insurance applies.

Territory improvement
Plantings, garden decorations, outdoor lighting, fixed constructions and greenhouses with a fixed foundation up to 20 square meters that are not covered with film.

Third party
Anyone other than *you, relatives* or the *policyholder.*

Underinsurance
A situation where insured object is insured for a lower amount than its actual value. If a loss occurs, the *insurance indemnity* is calculated proportionally to the insured sum compared to the reinstatement value.

Private Property insurance



What is insured?

The *Immovable property* or *movable property* specified in the *insurance contract,* damaged as a result of the risks listed below, provided these risks are marked as insured in the *insurance contract.*

Comprehensive risks – insurance against any sudden and unforeseen external event, including destruction, theft, or robbery. If comprehensive risks are selected, then all cases not specified as exclusions in these terms are insured.

Fire risks:

- **Fire** – unexpected and uncontrolled combustion caused by an open flame, including consequences from smoke, soot, and firefighting equipment;
- **Explosion** – sudden force causing a gas or vapor explosion, including tank explosions;
- **Direct lightning strike;**
- **Direct impact of aircraft, their parts, or cargo.**

Natural disasters:

- **Storm** – wind exceeding 17 meters per second, capable of causing damage directly or indirectly via moving objects, e.g., falling trees, building structures, or other objects;
- **Snow** – damage caused by intense or continuous snowfall;
- **Earthquake** – magnitude of at least 4 on the Richter scale;
- **Flood** – temporary inundation of normally dry land, including storm surges or rapid water level increases due to heavy rainfall;
- **Landslide** – ground displacement caused by an earthquake;
- **Hail.**

Liquid or steam leakage:

- Sudden and unexpected pipe system rupture, freezing, or blockage;
- Liquid or steam leakage caused by the action or inaction of a third party;
- Aquarium breakage.

Falling trees, poles, or their parts – without external influence, caused by storm, human activity, wear, or corrosion, if damage is not visible from outside.

Risk of illegal actions by third parties:

- **Damage** – caused by unlawful acts or omissions of *third parties,* excluding cases of fire, theft, or robbery;
- **Theft** – unauthorized and unlawful appropriation of insured objects by illegally entering the *territory;*
- **Robbery** – theft involving violence or threats of violence;
- **Direct impact by land vehicles.**

Glass breakage risk – breakage or cracking of immovable property glass.

Salvage and cleaning costs – reasonable and necessary expenses to:

- Immediately stop or reduce losses;
- Remove debris and dispose of damaged property;
- Transport and store movable property when the home becomes uninhabitable.

Trip cancellation or interruption – if *you* or a *relative* must cancel or interrupt a trip due to an insured event, and *your* presence is required to mitigate losses. Coverage applies for trips lasting 2 to 21 days.

Losses caused by rain or melting snow – damage to the *immovable property* and contained *movable property* if precipitation enters the building through structures or open windows and doors. This applies if the damage hasn't happened in the past year.

Psychotherapist consultations – for *you* or a *relative.*

Cleaning of floor covering – in case of household accidents.

Interior designer services.

Grave site – *we* will compensate expenses to repair damage caused by natural disasters or vandalism if the grave is registered under *your* or a *relative's* name and is located in Latvia.

Electricity risks – *we* will cover losses to *movable property* or *immovable property* caused by:

- Emergency or unexpected power outages;
- Electric current effects, including overvoltage, overload, or short circuit;
- Indirect lightning strikes, e.g., due to electrical or magnetic effects.

Emergency care for dogs and cats – coverage for injuries or death within the *territory* caused by fire, lightning, *third-party* illegal acts, *theft,* or robbery.

Animal-caused damage – sudden and unforeseen damage caused by animals acting outside their natural behaviour. Damage resulting from normal or everyday animal behaviour, such as scratches to floors or furniture, or damage from excrement, are not covered.

Home assistance – no deductible applies:

- **Telephone consultations** – providing information on public emergency services and guidance on how to act;
- **Locksmith services** – opening, repairing, or replacing locks on the *immovable property* doors or gates if locks are damaged or lost, preventing access to the *immovable property* or its territory;
- **Plumber services** – costs for temporary solutions to stop sudden water or steam leaks in your *immovable property,* including thawing frozen pipes inside the *home;*
- **Carpentry services** – costs to repair damage to *immovable property* or its fences, including temporary repairs if parts of your *immovable property* such as windows, roof, or barriers are damaged, e.g., by falling trees;
- **Security services** – physical security expenses if the *immovable property* cannot be secured after an insured event to prevent third party access. This applies in situations where you or a person authorized by you cannot supervise the *immovable property;*
- **Salvage and cleaning services** – compensation for water or wastewater cleanup after liquid leaks;
- **Electrician services** – costs to repair electrical installations in case of damage, including sparks from outlets or damaged fuses;
- **Fire and security alarm repair services;**
- **Fallen tree removal.**

Home assistance does not cover damage to communal property, except when the damage directly affects the insured *home.*

If *immovable property* is insured:

- ***Territory improvement*** – covered up to EUR 10,000.
- **Utility costs** – if utility expenses increase as a result of an insured event, *we* will cover costs based on the average consumption over the last three months within the *territory.*
- **Home adjustment** – *we* will cover the costs of adapting your *home* if a resident becomes disabled due to an insured event and can no longer move independently. Disability must be certified according to Latvian legislation.
- **Temporary accommodation rental costs** – *we* will cover the cost of renting a temporary equivalent home or hotel for *you* or a *relative* for up to 12 months if *your home* becomes uninhabitable after an insured event. These costs must be approved by *us* and supported with receipts. The deductible does not apply in this case.

If *movable property* is insured:

- **Bank card theft or robbery** – *we* will cover losses for purchases made using a bank card stolen from *you* or a *relative.*
- **Guests' movable property** – losses due to a *home* insurance event.

Included in coverage if specified in the *insurance contract:*
Non-permanently inhabited home.
Auxiliary buildings.
Territory improvement – coverage above EUR 10,000.

When insuring *movable property,* if the units listed below or a set of multiple units are not separately specified in the *insurance contract,* then the following *indemnity limits* apply to each insurance event:

Categories of *movable property*	Compensation limit , **EUR**
Bicycles and electric scooters with a maximum speed up to 25 km/h and engine power up to 1000 W (per unit). Cash kept in the insured *immovable property.* Registered weapons, their parts, and gear. Jewellery, precious metals and their alloys, raw materials and chemical compounds, including gemstones and semi-precious stones. Antiques, prototypes, and collections. Antiques are items made over 50 years ago. The cost to replace documents, bank cards, plans, drawings, vouchers, tickets, and computer files.	**1 000 €**

Categories of *movable property*	Compensation limit , **EUR**
Furs, fur products, textiles, handicrafts, watches, paintings, and clothing (per unit). Items located in the *territory* outdoor, stolen without signs of forced entry. Office equipment, such as desks, chairs, and electrical devices, provided by the employer for use at *home.*	**5 000 €**

If the value of a single *movable property* item or a group of items exceeds the *indemnity limit* shown in the table above, it must be listed in the i*nsurance contract* as valuable *movable property.* In that case, the *indemnity limit* will apply according to the value stated in the *insurance contract.*

Movable property* outside the *territory – coverage applies worldwide, as long as it was under *your* or a *relative's* supervision or safely stored in a public place.

Internal damage to electrical equipment – *we* will cover sudden and unexpected damage to household appliances, mechanisms, and devices. Insured equipment must be under 5 years old and out of warranty.

Tenants' coverage:

- **Loss caused by tenants** – *we* will cover intentional damage to the *home, non-permanently inhabited home, auxiliary buildings,* or *movable property.*
- **Loss of rental income** – *we* will cover lost rental income until the *immovable property* is habitable again after the insured event, but not for more than 12 months.

All *indemnity limits* are stated in the *insurance contract.*

What is not insured?

Land, water, and air vehicles that require mandatory registration, except for electric scooters with a maximum speed up to 25 km/h and motor power up to 1000 W.

Minor cosmetic damage that does not affect the functional use of *movable property, immovable property,* or *territory improvement.*

Damage caused by pests, rodents, or animals due to their natural or normal behaviour, such as damaged electrical wiring, chewed equipment or building components, scratched floors or furniture, and damage from feces.

Damage from improper use – losses that occur when *immovable property, movable property,* or *territory improvement* are used against the manufacturer's instructions or applicable Latvian laws.

***Immovable property* in an emergency state** or where access is prohibited, as well as *movable property* located in such *immovable property.*

Buildings not yet commissioned – except when the building has been constructed according to an approved project, meets construction regulations, and any damage is not directly related to it not being commissioned.

Damage during major repairs – if it occurs as a result of repair or construction work that requires approval from the building authority.

Everyday or urgent maintenance costs related to the regular or emergency maintenance of structures, equipment, or their parts.

Lost income or profit, except when Tenants' coverage is included in the *insurance contract.*

Damage caused by foreseeable natural flooding that has occurred in the *territory* more than once in the past five years.

Cracks in structures caused by ground or foundation settling, sinking, movement, or vibration.

Damage caused by rising or falling groundwater levels.

Damage from long-term exposure to erosion, corrosion, fungi, mould, or condensation, except when corrosion causes a leak of liquid or vapor.

Damage caused by defective workmanship, materials or violations of regulatory enactments, if there is a direct link between the workmanship, materials or violations of regulatory enactments and the accident. However, *we* will cover losses from fire risk if:

- The *immovable property* was built by a certified contractor under a written contract with *you;*
- Heating equipment and structures were installed by a certified company under a written contract with *you;*
- *You* bought the *immovable property* from a *third party* and it was not possible to determine that the heating equipment or structures were installed improperly or against regulations or manufacturer instructions.

Loss of *movable property,* unless stolen or robbed.

Damage occurring without external force.

Defective or faulty products.

Third-party Liability insurance



Covered if stated in the *insurance contract*.

What is insured?

Your and *your relatives'* liability for accidentally causing damage, or loss to a *third party* or their property, for example:

- While using *your* own *immovable property* or rented real estate;
- If caused by *your* or a *relative's* dog or cat;
- While operating a drone for which compulsory insurance is not required;
- If it occurred while carrying out construction or installation works that do not require approval from the construction authority;
- Through accidental acts or omissions not related to work duties.

Liability of a tenant or other persons for damage or loss caused to *third parties* arising from the use or maintenance of the insured *immovable property* with the owner's permission.

What is not insured?

Your and *relatives* liability for damage or loss that *you* or *relatives* accidentally cause to a *third party* or their property in the following cases:

Use of vehicles – damage or loss caused while driving land, water, or air vehicles that require mandatory registration or insurance.

Contractual obligations – damage or loss arising from voluntarily assumed or contractual obligations, including contractual agreements or guarantees.

Fines – fines, interest and lost profit.

Construction work – damage or loss occurring during construction works in the *immovable property* that requires building authority approval.

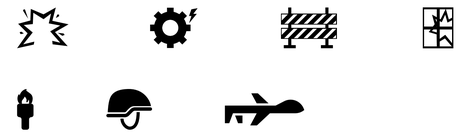
Work duties – damage or loss occurring directly while performing work duties.

Environmental pollution.

The following are not covered:

- Damage or loss *you* or *relatives* cause directly or indirectly to *yourself* or a *relative;*
- Damage to property entrusted to *you* or a *relative* for more than 15 consecutive days or used for business purposes.

Political violence



Covered if stated in the *insurance contract*.

What is insured?

This insurance protects *your immovable property* or *movable property* against the various political violence events listed below – damage or loss caused by acts of war, terrorism, sabotage, riots or a coup d'état, for example, a drone (unmanned aerial vehicle) or missile attack, artillery shelling, explosion or arson.

We will indemnify the loss if the insured property is directly damaged or destroyed in any of the following political violence events:

Act of terrorism – a violent or other unlawful act committed by a person or group of persons, acting alone or on behalf of or in connection with any organisation, for political, religious or ideological purposes, including to influence a government or to intimidate the public.

For example, the explosion of an explosive device, improvised explosive device or car bomb, a grenade attack, a drone or missile attack, shelling or shooting, or malicious arson.

Sabotage – deliberate damage or destruction of property for political reasons by a known or unknown person or group of persons.

For example, a diversion or hybrid attack in which a building, its adjacent utility networks or another infrastructure facility is blown up or set on fire, as well as the deliberate setting on fire of *movable property* for political reasons.

Riots, strikes and civil commotion – acts of a person taking part together with others in a politically motivated disturbance of public order, deliberate acts of a striker or locked-out worker in furtherance of a strike or in resistance to a lockout, as well as actions of a lawfully constituted authority to suppress such disturbances or strikes or to minimise their consequences.

For example, violent political protests, demonstrations or riots, the erection of barricades, damage caused by strikers during a strike or lockout, as well as police action to suppress riots, such as the use of water cannons or special means.

Malicious damage – damage directly caused by the malicious act of a known or unknown person during a disturbance of public order, if such act is committed for political reasons.

For example, building windows broken during a protest, property pelted with stones or other objects or covered with graffiti, or a fire caused by a Molotov cocktail or other incendiary mixture.

Insurrection, revolution or rebellion – deliberate, organised and open armed resistance by the citizens or inhabitants of a state against the state power and its laws, as well as an uprising against the government or other authority.

For example, an armed uprising, an attack by armed insurgents or separatists, or armed clashes during a revolution.

Mutiny or coup d'état – deliberate resistance by members of lawfully armed or peacekeeping forces against their commanders, as well as a sudden, violent and unlawful overthrow of a state government or an attempt to do so.

For example, a military coup, an attempted putsch or armed resistance by army units against their commanders.

War or civil war – an armed conflict or open hostilities between two or more sovereign states, regardless of its purpose and whether or not war has been officially declared, as well as an armed conflict between opposing sides of the population of one state (civil war).

For example, a drone attack, including a kamikaze drone attack, a missile attack, a cruise or ballistic missile strike, artillery or mortar shelling, an air raid or bombing, an invasion by troops and combat operations, including damage caused by military equipment during combat, as well as debris and fragments of a downed drone, missile or projectile falling on the property.

All the examples mentioned before are illustrative. *We* will indemnify the loss if the event meets the specific definition of a political violence event.

What is not insured?

This insurance applies only to the basic cover set out in the section “Private property insurance” and only to the *territory* specified in the *insurance contract*. It does not apply to the cover set out in the section “Third-party liability insurance”, to Home assistance or other additional services, or to the cover of *movable property* outside the *territory*.

If the loss is caused by any of the political violence events listed in the “What is insured?” subsection of the “Political violence” section, the exclusion for acts of war, terrorism, riots and similar events set out in the section “When is the insurance invalid?” does not apply. This exclusion remains in force in the exclusion cases listed below and outside the *territory* specified in the *insurance contract*. If the loss simultaneously corresponds to an event listed here and to the basic cover set out in the “What is insured?” subsection of the “Private property insurance” section, *we* will indemnify it under this insurance.

In addition to the exclusions set out in the section "When is the insurance invalid?", *we* will not indemnify losses directly or indirectly caused by:

- war between two or more of the following countries: China, France, Russia, the United Kingdom and the USA (both before and after the outbreak of hostilities);
- nuclear weapons, nuclear explosion, nuclear reaction, nuclear radiation or radioactive contamination, regardless of their cause, including those caused by nuclear fuel, nuclear waste or nuclear installations;
- chemical, biological, biochemical or electromagnetic weapons, as well as any release or effect of chemical or biological substances;
- release, leakage or effect of polluting, toxic or hazardous substances;
- cyber attacks and other electronic means, such as hacker attacks, computer viruses or unauthorised code, as well as any loss of or damage to data. This exclusion does not apply to physical damage caused to the insured property by a weapon (including a combat drone) or missile whose launch, guidance or detonation involved a computer system or mobile phone;
- threats or hoaxes (for example, a false bomb report), as well as fraud or deception in connection with an event listed here;
- detention, confiscation, requisition, nationalisation, expropriation, embargo, lawful or unlawful seizure or other deprivation of property, as well as damage caused by an order, decision or regulation of a public authority;
- smuggling, illegal transport or illegal trade;
- enforcement of a state or municipal order or regulation regarding the reinstatement, repair or demolition of property, including the related increased costs;
- indirect losses, such as loss of income or use, delays, denial of access to the property, depreciation, or interruption of business or economic activity;
- interruptions or disruptions in the supply of electricity, gas, water, communications or other utility services;
- theft, robbery, looting or disappearance under unexplained circumstances, if related to political violence events. In other cases, theft or robbery remains covered under the basic cover set out in the “What is insured?” subsection of the “Private property insurance” section, if the relevant risk is included in the *insurancecontract*;
- *territory* improvement, including plantings, garden decorations, outdoor lighting and greenhouses;
- money, securities, precious metals, gemstones or semi-precious stones, jewellery and fur products;
- grave sites.

Insurance contract

Conclusion of the contract
When concluding an *insurance contract, you* and the *policyholder* must provide complete and accurate information.

As your current *insurance contract* is approaching its expiration date, *we* may send *you* a new offer if *you* have agreed to it. *Your* payment for the new offer will confirm the conclusion of the *insurance contract.*

Termination of the contract
The *policyholder* has the right to terminate the *insurance contract* at any time by notifying *us* in advance.

We may terminate the *insurance contract* after paying the *insurance indemnity,* notifying you in advance.

We may unilaterally terminate the *insurance contract* by giving prior notice if circumstances of force majeure arise that prevent us from fulfilling *our* obligations. This includes cases such as natural disasters, emergencies, states of emergency, or government-imposed restrictions.

If the *insurance contract* is terminated and the law does not provide otherwise, *we* will refund the unused *insurance premium* for the remaining insurance period.

Insurance indemnity

What to do in the event of an insured event?
Contact the relevant authority immediately:

- In the event of an accident or illness – the medical authority;
- In the event of theft, robbery or a road traffic accident – the police;
- In the event of a fire or similar incident – the fire and rescue service;
- In the event of a gas explosion or similar accident - with the relevant emergency service.

Take photos or videos of the insured event site and the damaged items.

Take steps to minimize further losses and contact *us* as soon as possible! *We* will advise *you* on what to do and agree on further actions.

To claim compensation for tenant-caused damage or loss of rental income, *you* must provide:

- A written rental agreement;
- A police report or certificate of the incident.

If an accident may lead to a liability claim:

- Send *us* any written claim *you* receive;
- Do not offer or promise compensation without our approval.

If *you* need Home assistance, contact *us*.

By entering into an *insurance contract, you* authorize *us* to investigate the insured event. This includes the right to request and obtain all the necessary documents and information.

Provide *us* with complete information about the insured event and the related costs! If a claim for damages has been received from a *third party,* send it to us immediately.

How do we calculate the *insurance indemnity?*

Immovable property
We will compensate the costs necessary to restore the *immovable property* to the condition it was in before the incident. If the *immovable property* cannot be restored, *insurance indemnity* will be determined based on its market value.

If interior renovation works in the *immovable property* were carried out more than 10 years ago, *we* may reduce the repair estimate by applying depreciation as follows:

- 20% if the renovation works were carried out 11 to 20 years ago;
- 40% if the renovation works were carried out 21 to 30 years ago;
- 50% if the renovation works were carried out more than 31 years ago.

We have the right to reduce the *insurance indemnity* by 50% if the water supply and heating systems in a building that is not heated during the heating season have not been drained of water and the pipes have burst due to freezing.

If the year of construction or renovation of the *immovable property* is not precisely known or is difficult to determine, *we* will engage a certified construction engineer to calculate the actual depreciation.

The depreciation may be determined separately for each structural element of the building whose restoration or reconstruction requires a construction project or approval from the local construction authority according to applicable regulations.

We will cover construction-related costs and taxes once *you* submit documents confirming the transaction.

Movable property
We will cover repair costs if repairing the damaged *movable property* is cost-effective.

If repair of the *movable property* is not possible, *we* will cover the loss based on its market value.

We will calculate the *insurance indemnity* based on the purchase price of the *movable property,* deducting 10% per-year depreciation for each year since the date of purchase if:

- Computer equipment is older than 3 years;
- Photo, video and audio equipment, televisions and household appliances (including built-in appliances) are older than 5 years;

- Furniture and built-in furniture are older than 7 years;
- Other *movable property* is older than 3 years.

The *insurance indemnity* for a mobile phone, tablet, or smartwatch will be calculated based on the original purchase price, deducting depreciation as follows:
- 25% if the device is 6 to 12 months old at the time of the incident;
- 50% if the device is 1 to 2 years old;
- 70% if the device is older than 2 years.

The maximum depreciation amount is 70% of the purchase price. This applies if the *movable property* was in working condition before the insured event.

Deductible

We will not apply a *deductible* if:
- the liability is from the compulsory motor liability insurance;
- in the event of fire, the *immovable property* is equipped with a smoke detector connected to a security company monitoring system;
- the only damage to the *immovable property* is glass damage.

If several items suffer damage in one insurance event, the highest *deductible* applies.

If a higher deductible is not specified in your insurance contract, *we* will apply the *deductibles* listed below if *you,* a *relative,* or a pet cause damage:
- *smart devices* – EUR 200;
- all other cases – EUR 140.

If losses caused by natural disaster occur within a 72-hour period, they will be considered as one insurance event and the *deductible* will be applied once.

In which cases do *we* reduce the *insurance indemnity?*

If *you,* a *relative,* or a *beneficiary* have received full or partial *insurance indemnity* from the person responsible for causing the loss.

If *you,* a *relative,* or a *beneficiary* are entitled to compensation from the compulsory motor liability insurance.

If *you,* a *relative* or the *policyholder* are entitled to be indemnified for the same occurrence of the insured risk, if it is also covered by other insurance contracts. *We* are entitled to pay the i*nsurance indemnity* in proportion to the ratio of the *sum insured* or *indemnity limit* of this *insurance contract* to the sum insured under other contracts.

When is the insurance invalid?

If *you, a relative, the policyholder* or the *beneficiary* have failed to report an insured event in time, and *we* are therefore unable to determine the exact amount of expenses or loss incurred.

If *you, a relative, the policyholder* or the *beneficiary* provide false information or documents that affect the insurance risk. This includes an attempt to unlawfully raise the loss amount.

If *you, a relative, the policyholder* or the *beneficiary* have deliberately failed to fulfil the obligations specified in the insurance regulations.

If intentional actions, including malicious intent or gross negligence, on the part of *you, a relative, the policyholder* or *the beneficiary* have been established.

If *you, a relative,* or the *policyholder* were under the influence of alcohol or other intoxicating substances, and their concentration exceeded the permissible level as defined by the laws and regulations of the country, and this has a causal link with the accident.

If the property is damaged by war, military or similar operations, an act of terrorism, sabotage, politically motivated riots, strikes, politically motivated civil commotion, malicious damage during a disturbance of public order where such act is committed for political reasons, insurrection, revolution, rebellion or a coup d'état, unless the *insurance contract* includes the insurance set out in Section 3 "Political violence" and the loss is caused by an insured event listed therein.

If an explosion occurs from a nuclear weapon, fuel, radioactive material, or other sources of radiation.

If the immovable property was used for commercial purposes at the time of the incident, except for renting the premises for residential use for a period exceeding more than 3 months.

How long does it take to make a decision?

We will do everything possible to make a decision as quickly as possible, but **no later than 5 days** after receiving all the necessary documents.

Action in case of disagreement, disputes, or complaints

We believe that *we* will be able to reach an agreement, but if there are differences of opinion, *we* will resolve them through negotiation. If *we* still cannot reach an agreement, you can contact:

- Consumer Rights Protection Centre: www.ptac.gov.lv;
- Ombudsman of the Association of Latvian Insurers: www.laa.lv;
- Bank of Latvia: www.bank.lv;
- the courts, in accordance with the laws and regulations of the Republic of Latvia.

If *you* wish to lodge a complaint, *you* can do so by:

- Sending an e-mail to: balcia@balcia.lv;
- Calling: (+371) 206 82 222;
- Sending it by post or by handing it in at the head office, Krišjāņa Valdemāra iela 63, Riga, LV-1010;
- Contacting any of *our* insurance distributors.

For more information on the complaints procedure, please visit www.balcia.lv under 'Legal stuff'.

Other conditions

All information on the processing of personal data is available in the Privacy Policy, which can be found at www.balcia.lv.

In the event of any disputes or ambiguities, the Insurance Contract Law of the Republic of Latvia shall apply.

If *you*, the *policyholder* or the *beneficiary* are subject to sanctions from the Republic of Latvia, the EU, the UN or other institutions, we have the right to unilaterally terminate the contract.

If there are discrepancies between the Latvian and foreign language versions of the text, the Latvian version shall prevail.

Supervision of the insurance market in the Republic of Latvia is carried out by the Bank of Latvia:

Krišjāņa Valdemāra iela 2A
Riga, LV-1050

www.bank.lv

info@bank.lv.