

RenoProtect - Frequently Asked Questions

1. What is RenoProtect?

RenoProtect is a complimentary renovations i.e. fixtures and fittings and home contents insurance plan offered exclusively to customers who have successfully signed up for an OCBC Digital Renovation Loan from 15 September 2020 to 31 December 2020. RenoProtect is underwritten by Great Eastern General Insurance Limited. For avoidance of doubt, the OCBC Digital Renovation Loan must be disbursed by 20 January 2021.

For more information on your eligibility for this promotion, please refer to the Terms & Conditions Governing the OCBC Digital Renovation Loans and Complimentary Home Contents Insurance Promotion.

2. What is covered under RenoProtect?

RenoProtect covers loss or damage to renovations¹ and home contents² up to S\$20,000 due to fire and extraneous perils like bursting of pipes, flood and malicious damage.

¹Renovations refer to any fixture, installation or addition for improvement, decoration or betterment within Your Home made by You in the form of fixtures and fittings (including flooring, built-in wardrobes and air-conditioners), but does not include any part of the Building.

²Home contents refer to any moveable household item in or on the Building stated in the Schedule but excluding:

- a) Motor vehicles and watercrafts, including their accessories.
- b) Money, securities, certificates and documents of any kind
- c) Pets or livestock
- d) Personal Effects (e.g. clothing, camera equipment, mobile phones, Valuables, Jewellery, etc)
- e) Property owned or held in trust in connection with any business profession or trade.

3. How much do I need to pay for RenoProtect?

Expect no additional or hidden charges as RenoProtect is complimentary for 12 months. Your coverage will terminate automatically at the end of the 12-month period with no further action required from you.

4. When will coverage for RenoProtect commence?

Your RenoProtect policy coverage will commence based on the loan disbursement date of your OCBC renovation loan:

Loan disbursement period	Policy commencement date
Between 15 September 2020 to 20 September 2020	1 October 2020
Between 21 September to 20 October 2020	1 November 2020
Between 21 October to 20 November 2020	1 December 2020
Between 21 November to 20 December 2020	1 January 2021
Between 21 December to 31 December 2020	1 February 2021

5. Will I receive any official documents?

You will receive a notification email from OCBC to inform you of your eligibility, and a welcome letter from Great Eastern to inform you once your policy is effective. For the full terms and conditions of the policy, visit www.ocbc.com/renoloan to download the RenoProtect Master Policy.

6. Can I change the insured property covered under the RenoProtect?

The insured property shall be the same as the property you have chosen to renovate under the OCBC Renovation Loan. We will not be able to change the insured property to other addresses.

7. If I need enhanced coverage, can I upgrade my plan?

Yes, you have the option to upgrade to GreatHome at additional premiums.

For more information, visit www.ocbc.com/greathome to find out more or speak to our sales representative at +65 6586 7411 (9am to 5.30pm, Monday to Friday excluding public holidays). GreatHome is underwritten by Great Eastern General Insurance Limited.

8. How do I submit a claim under RenoProtect?

- Download and complete the claim form from:
https://giexchange-sg.greateasterngeneral.com/giexchange/pdf/Property_Claim_Form.pdf
- Attach all original receipts and relevant supporting documents
- Email your claim to NonMotorClaims-SG@greateasterngeneral.com or mail in to:

Attention: Claims Department

Great Eastern General Insurance Limited
1 Pickering Street, #01-01
Great Eastern Centre
Singapore 048659

Important Notes

This is a FAQ which provides brief description of the policy and is not a contract of insurance. Please refer to the policy document for the precise terms and conditions of the insurance plan.