

LIBERTY SEGUROS

Quality Home Policy Summary

This document is a summary of the Liberty Seguros Quality Home insurance policy and does not contain the full terms and conditions of the cover, which can be found in the policy booklet. It is important that you read the policy booklet carefully when you receive it. Liberty cannot accept any liability for omissions, inaccuracies or variations arising from this document. The contract between the Insurer and the Insured is on the basis of the Spanish text, which prevails in case of any difference. This document does not form any part of the insurance contract.

The Insurer

This insurance policy is provided by Liberty Seguros, Compañía de Seguros y Reaseguros S.A. Head Office: 2 Obenque Street, 28042 Madrid.

Type of Insurance and Cover

The Quality Home insurance policy provides buildings and contents cover with options to include cover for all risks and vehicles in garages as selected by you when requesting the quote and itemised in your policy schedule.

Duration of the Policy

The policy will run for a duration of 12 months unless otherwise stated in your policy schedule.

Significant Features and Benefits

Buildings and Contents

Cover is provided for an extensive list of perils including: storm, flood and theft. In addition, cover is also provided for:

- Fire, explosion and lightning
- Water damage
- Theft, robbery and larceny
- Electrical Risks
- Frozen food
- Garden furniture
- Aesthetic damages
- Third Party Liability
- Home Assistance
- Legal defence

Optional Coverage

In addition to the basic covers you can select the following options, which will appear, on your policy schedule.

- Vehicles in garages
- Accidental All Risks
- Public Liability for dangerous dogs
- Optional Public Liability of 300.00€ (in excess of the basic 300.000€)

Significant and Unusual Exclusions or Limitations

Please refer to Section 4, page 49 and 50 of your policy booklet for full details of general exclusions and conditions. The most significant exclusions are outlined below.

Buildings & Contents

Fire, explosion and lightning – Article A.1, Page 14

We do not cover:

- Accidents caused by smokers
- Objects falling separately into the fire
- Damages simply caused by the action of heat

Electrical Risks – Article A.7, Page 25

We do not cover:

- Lamps or bulbs
- Damages covered by manufacturer's or supplier's warranties
- Damages due to normal wear and tear or deterioration or simple aesthetic defects

Water Damage – Article A.2, Page 14

We do not cover:

- Simple blockages and costs to find and repair leaks or breakdowns that have not caused damages to insured goods
- Damage caused by lack of maintenance

Burglary, mugging and theft – Article A.5, Pages 22 and 23

We do not cover:

- Simply losing or misplacing objects, goods left outside in gardens or patios
- Burglary that is committed when the house does not have the stated security measure
- Burglary, mugging and theft not reported to the competent authorities

Third Party Liability – Article A.13, Pages 31 to 35

We do not cover:

- Actions related to commercial or professional work performed in the insured home
- Damages caused by practising sports as a professional
- Damages caused when under the influence of alcohol or drugs

All Risks – Article B.2, Page 47

We do not cover:

- Damages caused to electronic appliances or equipment, musical instruments, sportive equipment, golf clubs, mobile telephones, spectacles, works of art and bicycles.

Cancellation

According to Article 22 of the Spanish Insurance Law, the policy will determine the duration of the contract. The policy will never fix a term of more than ten years. Nevertheless, the insurer could establish that the renewal of the contract takes place one or more times but never for periods longer than a year at a time.

The parties may oppose the renewal of the contract by giving written notice to the other party, at least two months before the conclusion of the insurance period currently in progress.

Liberty Seguros, however, may consider processing a refund in the following cases:

- When changing from one old Liberty product to a new one
- When selling the property and buying a new (we will request the original receipt)
- When selling the property and returning to their country (we will need a copy of the Contract of Sale, along with the original receipt)

Complaints

Our aim is at all times to provide a first class standard of service. However, there may be occasions when you feel that this objective has not been achieved. Should you wish to make a complaint and in accordance with the provisions of article 60 of the Organisation and Supervision of Private Insurance Act 30/95 and of articles 104 and 106 of the Regulations proceeding from it, it is declared:

1. The member state that controls the insurance activity of the company is Spain, and the controlling authority is the Directorate General for Insurance and Pension Funds of the Ministry of Economy and Treasury.
2. Applicable Legislation: The Insurance Contracts Act 50/80 and the revised text of the Regulation and Supervision of Private Insurance Act, approved by Royal Decree 2004/29 of 29 October and the regulations set forth therein.

Customer claim and protection requests

LIBERTY SEGUROS has a **Customer Service Department** and a **Customer Ombudsman** to handle and resolve complaints and claims arising from actions by the Company itself or by banking and insurance operators, in accordance with the procedure set forth in Order ECO 734/2004 of 11 March.

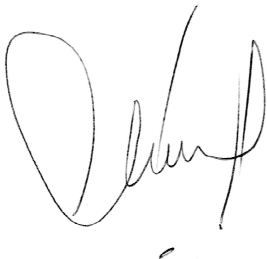
- **Customer Service Department.** C/ Obenque 2, 28042 MADRID. Fax: 91 301 79 98. e-mail: atencionalcliente@libertyseguros.es
- **Customer Ombudsman.** C/ Marqués de la Ensenada 16, 3º, oficina 23, 28004 Madrid. Fax: 91 308 49 91. e-mail: reclamaciones@da-defensor.org

All complaints and claims will be handled and resolved within a period of two months after being submitted. After this period has elapsed and having received no response, or in the event of disagreement, the claimant may address the **Commissioner for the Defence of Insurance Policyholders and Participants in Pension Plans**. Pº de la Castellana 44, 28046 MADRID. For the resolution of conflicts in court, the court in the policyholder's city of residence will hold jurisdiction.

The Regulations for Customer Defence is available to customers at offices of the Companies within the Liberty Group, which detail the procedures for handling complaints and claims. These regulations are also available on the website: www.libertyseguros.es, or from your insurance agent.

Compensation Scheme

"The "Consortio de Compensación de Seguros/Insurance Consortium" is a state owned Spanish Company, which pays compensation for losses caused due to extraordinary events or risks. An obligatory surcharge is paid on policies where this cover is given. Further details can be found on their website at www.conorseguros.es.



Liberty Seguros
by power of attorney
Alvaro Iglesias Mas