

What is it?

Your home is unique and special. Our family-home insurance adapts to you and your family, including your pets, without you having to worry about anything. We protect the construction and facilities of your home, as well as everything inside it.

What does it offer?

Apart from coverage, you'll have exclusive services, such as **informational online assistance**, **24-hour technical service** and **medical assistance via the telephone**, among other things.

How to sign up?

You can start to enjoy all the advantages of the **family-home insurance** when you sign up with your broker or at any Seguros Catalana Occidente office.

Customer Service

902 344 000
www.catalanaoccidente.com

This brochure is for orientational purposes and cannot be considered definitive on the guarantees hired nor their limitations.



The Best Choice

Family-Home
Insurance

Main Coverage

Damages

- Fire, explosions and lightning.
- Abnormal currents and short circuits.
- Acts of vandalism or malicious acts.
- Rain, wind, hail or snow.
- Water leaking through the roof.
- Land vehicle crash or impact.
- Water leaks and floods.
- Refrigerated goods.
- Taps left on.

Costs due to Accidents

- Localization and repair of tubes.
- Fire extinction, salvaging of goods, debris removal tasks...
- Excess consumption of water.
- Restoration of aesthetic appearance.

Theft and Pillaging

- Real estate and goods.
- Imperfections in the building.
- Objects of value, jewellery and cash.
- Robbery outside of the home.
- Replacement of locks.

Breaking

- Glass and mirrors, toilets, countertops and ceramic hobs.

Civil Liability

- The dwelling itself.
- Members of the family.
- Pets who reside in the dwelling.
- Civil asset liability.
- Environmental liability.

All Accidental Risk

- Material damage as a result of accidental events.

Exclusive Services

Online IT Assistance

Our experts will resolve your queries and incidents in connection with the use of computers and mobile devices (smartphones or tablets). You will be assisted remotely and, if necessary, they will travel to your address without any additional cost.

Home Assistance

We have available qualified professionals from multiple trades (plumbing, electrician, glasswork...) and, furthermore, we have electricity and locksmith services for emergencies, as well as a constant line of information (sanitary requirements and necessary documentation to travel to any country, visas, emergency telephones...).

BricoHogar

We offer you professional home assistance in order to carry out maintenance and renovation tasks for your home. This includes travel expenses and up to three hours of labour.

Home Appliance Repair Service

Sending of experts to repair white goods (refrigerator, washer...) for breakdowns not covered in the policy. This includes travel and up to three hours of labour.

Telephone Legal Assistance

Telephone assistance on legal, defence aspects and claims for personal damages, damages to your home and criminal defence.

Medical Assistance via the Telephone

Query on any matter in connection with your health.

24-hour Technical Service

Immediate service in connection with an accident.

Customize your Insurance

Depending on your needs, you can sign up for your family-home insurance through the following optional coverages:

Rent your home without any worry

Thanks to this insurance, when renting your home, you will be covered in the following situations:

- Lack of payment of the rent
- Acts of vandalism
- Legal defence

The best protection for your pet

- Your pet will also have the best care thanks to the following coverages and services:
- Telephone veterinary service.
- Veterinary service via the telephone.
- Theft or loss.
- Putting your pet down and incineration of the body due to old age or illness.
- Civil liability and legal defence.
- Cancellation of trips and expenses due to animal illness.

Professional Home

If you are a freelancer and you work from home, you have this category available to you, which allows you to protect your home and your business at the same time. You will have the following coverage:

- Professional assets.
- Online professional IT assistance.
- Office automation equipment.
- Replenishment of documents and files.
- Civil operation and asset liability.