

Terms and Conditions

Protergia Home Care & Protergia Business Care

The provision of emergency technical assistance is subject to the following:

- Protergia has concluded group insurance policy no. 10000001 with the Eurolife ERB insurance company for emergency technical assistance to the homes of Protergia customers and provides emergency technical assistance to the Customer as part of the agreement at no cost at the residence where the installation with the Electronic Delivery Point Identification Code shown on the front of the application is located.
- **The Customer should receive detailed information about the terms and conditions of the insurance coverage with the “Informational Brochure on the Group Insurance Scheme for Emergency Technical Assistance provided at the residence of Protergia customers, Group Insurance Policy no. 10000001” and must sign and submit, along with the agreement: (a) the express “Statement of Consent for inclusion in Group Policy no. 10000001 for Protergia customers”, thereby declaring that they have been informed and accept the insurance coverage and terms which govern it, and consent to the transmission of their personal data to Eurolife ERB & (b) the express “Statement of Consent to INTERPARTNER-Personal Data”, thereby declaring that they have been informed and consent to the transmission of their personal data to the insurance company with the corporate name “INTER PARTNER ASSISTANCE S.A.”, as part of the reinsurance agreement it maintains with Eurolife ERB.**
- The insurance coverage: (i) begins on the 1st day of month n+1 from the date of month n, when: (a) the Supplier's representation of the Customer's installation meter begins, for the Supplier's new service representation, or (b) the Customer is placed in the “Natural Gas Home Autonomous MAX” tariff category or the “Natural Gas Commercial Double 20%” tariff category for active service already represented by the Supplier, except when the date according to (a) or (b), above, of the month n is after the 20th day of month n, whereby the insurance coverage commences on the 1st day of month n+2.
- The insurance coverage is provided at no charge to the Customer for the first 12 months from the commencement of the insurance coverage and is automatically renewed at the time of expiry for an equal period of time at no charge to the Customer.
- The insurance coverage applies only to the promotional campaigns “Natural Gas Home Autonomous MAX” & “Natural Gas Commercial Double 20%”.
- The insurance coverage ceases to be in effect if the contract for provision of natural gas by the Supplier to the Customer expires or is terminated.
- By exception of the automatic renewal of insurance coverage after its expiry (for a period equal to the previous one), Protergia reserves the right at its absolute discretion to provide the Customer the alternative of a €5 credit on the first bill

received after the period of 12 months from the insurance coverage start date has lapsed.

- In cases where the cost of repairs exceeds the above-mentioned limit, the difference shall be paid by the Insured.
- In such cases, the technician, at the request of the Insured, may draw up a budget for the repairs and undertake to complete the repairs only after the Insured has agreed to the cost.
- In the event the Insured does not agree to the cost, the repairs will be performed up to the insured limit, provided this is feasible.
- The Insured may use the services provided by “Protergia Home Care” up to the limit stated for each service, and up to a total of 5 times per insurance coverage period, regardless of the type of each service.
- The services are provided to residences located within specific geographic limits in Greece and which are detailed in the informational brochure.
- Exceptions to **Electrical Failures** are:
 - Repairs to light fixtures or parts thereof, e.g. lamps (fluorescent or otherwise) and others.
 - Repairs of faulty heating appliances, electrical appliances and generally any electrically powered appliance or device.
 - A drop in voltage.
 - Any problem which may be due to failure in the public distribution/transmission network or power outage which is not due to a failure in the residence’s fixed electrical installation.
- Exceptions to **Natural Gas Failures** are:
 - Any heating system which is not wholly located within the residence or is shared with neighbours.
 - Common-use heating systems.
 - Works to remove scale resulting from residues or from damage caused by sludge generated by corrosion.
 - Any scheduled maintenance or cleaning.
 - Repair and/or replacement of heat accumulators, inhibitors, water tanks, radiators and boilers.
 - Repair or replacement of natural gas appliances/devices.

Fire (Covers in detail)

A. Security Services

Applies to:

- Fire which renders the residence unsafe for habitation/use.

Provisions:

- Security and protection of insured residence with specialised personnel provided the residence has been unprotected for as long as it does not meet the security conditions it met before the damage.

Coverage Limits:

- €1,000 per event.
- Up to 2 events per insurance coverage period.
- Duration of security services: 72 hours from reporting the damage.

B. Temporary replacement of TVs**Applies to:**

- Fire which results in damage to TV sets or DVD players located inside the residence.

Provisions:

- Temporary replacement of devices for a period of 15 days from the day they are delivered to the Insured's covered residence.

Coverage Limits:

- €100 per event.
- Up to 2 events per insurance coverage period.

C) Fire damage clean-up service**Applies to:**

- Fire which renders the residence unsafe for habitation/use.

Provisions:

- Dispatch of specialised cleaning crew to remove debris so the Insured can return to the insured home or at least to make it possible to assess the loss and begin restoration.

Coverage Limits:

- Maximum of €1,000, €200 per event.
- Up to 1 event per insurance coverage period.

D) Furniture removal**Applies to:**

- Fire which renders the residence uninhabitable.

Provision:

- Assumption of the cost to transport the furniture within a maximum radius of 50 km from the residence.

Coverage Limits:

- €300 per event.
- Up to 1 event per insurance coverage period.

E) Furniture storage and safe-keeping

Applies to:

- Fire which renders the residence uninhabitable.

Provision:

- Furniture storage/safe-keeping.

Coverage Limits:

- €300 per event.
- Up to 1 event per insurance coverage period.
- Storage of furniture for a maximum period of 7 days.

Notes:

- Storage services do not extend to jewellery or other valuables, such as cash, securities, stocks, deeds, antiques or paintings.
- Coverage is not provided in areas where there is no associate network.

F) Hotel stay

Applies to:

- Fire which renders the residence uninhabitable.

Provision:

- Assumption of costs for hotel stay.

Coverage Limits:

- Up to 2 overnight stays for a maximum of 5 persons.
- €45/person/night.

Note: This provision does not cover transport costs, telephone charges, minibar, meals or other expenses related to the hotel stay.

G) Emergency return to the residence

Applies to:

- Fire.

Provision:

- Assumption of costs for Insured to return to the residence if unable to return with originally planned transport means.

Coverage Limits:

- The Insured must be located within Greece and at least 200 km from the insured residence when the emergency occurs.
- Air travel costs are covered only if travel by all other means takes longer than 6 hours.
- Maximum cover €200.

Note: This provision does not cover transport costs, telephone charges, minibar, meals or other expenses related to the hotel stay.

H) Recovery of vehicle by Insured

Applies to:

- Fire in the event the Insured was travelling by car and was forced to leave it on-site.

Provision:

- Assumption of costs for Insured to travel by bus, train, ship or airplane (if using other means would take longer than 6 hours) to recover vehicle.

Coverage Limits:

- This service is provided within 7 days of the Insured's return to the insured residence. It is provided with a maximum cover of €200.

I) Information service

Applies to:

- Fire.

Provision:

- Provision of emergency information, such as telephone numbers for police or other public authorities, hospitals, pharmacies, hotels.

Coverage Limits:

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J) Transmission of emergency messages

Applies to:

- Fire.

Provision:

- Transmission of message to 1 or more persons indicated by the Insured anywhere in Greece or abroad, if the Insured is unable to reach them.

Coverage Limits:

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