



Landlord Insurance

Additional Information Guide

This Additional Information Guide (Guide) for Australia Post Landlord Insurance provides you with more information about how we calculate premium, how excesses work, and how we settle claims under this policy.

This Guide applies to new and renewing policies effective from 01 April 2025 and should be read together with the Australia Post Landlord Insurance Combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) QM8727.

In this Guide, 'we', 'our', 'us', 'QBE' means QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545).

Relationship between the parties

This Australia Post Landlord Insurance is issued and underwritten by QBE. Australian Postal Corporation (ABN 28 864 970 579, AR No: 338646) (APC) is an authorised representative of Australia Post Services Pty Limited (ABN 67 002 599 340, AFSL 457551) (APS) which is acting (under its own AFSL) on behalf of QBE when distributing Landlord Insurance. For details on how APC and APS are remunerated please see the Financial Services Guide section in the Combined FSG and PDS.



Premium

Premium is what you pay us for this policy. It's the amount we've calculated to accept the risk of insurance under this policy. It also includes any discounts you've received, GST and other applicable government fees, duties and charges.

When calculating your premium we take a number of factors into account, including the cover you have chosen and:

Factor	Description
Information about your rental property	Including its location, types of construction materials, when your rental property was built, the type of building it is, the type of any swimming pool or spa it has, its number of storeys and the extent to which any part of it is above or below the ground.
The sum insured of the buildings and/or contents	The higher the sum insured for your rental property and/or contents you have selected, the higher your premium will be.
How the property is rented	Your premium will be higher if you rent the property out to paying guests for short term purposes, compared to if you rent it out to tenants as their primary residence.
Information about anyone covered	Including the age of the oldest insured and any buildings or contents insurance claims made by anyone covered in the relevant three year period. Your premium may be higher depending on the type of incident, and how long ago it was.
Claims made on your policy	Your premium may be higher for up to three following policy years, after one or more claims on your policy.
Your selected Basic Excess	The higher the Basic Excess you have selected, the lower your premium will be.
Your payment frequency	Your premium will be lower if you pay for your policy annually instead of by instalments.

Information relating to premium calculation

The list of factors above is not exhaustive. We may take other factors into account and add or remove factors. The importance we place on the factors we use to calculate the premium and how the factors combine, all affect calculation of the premium. Some factors will not affect all components of the premium and all components of the premium may not be subject to discounts in the same way or at all.

How the factors combine to calculate premium may also be impacted according to your circumstances and other commercial factors. The premium, determined by a combination of the factors, may be adjusted up or down to reflect your circumstances and underwriting considerations including the risk being insured and the value of any claims. An underwriting adjustment may limit premium increases and decreases from the combination of the factors and any discounts.

Your previous year's premium is taken into account on renewal and may limit premium increases from the combination of the factors and any discounts.

The premium we calculate according to the rating factors, your circumstances and other commercial factors, including taxes and government charges, will be shown on your Certificate of Insurance.

Cover options

An additional premium applies when you add the option to your policy:



Rent Default by Tenant

The additional premium for this option is determined based on your weekly rental income, any rent default claims made by anyone covered in the relevant three year period, any rent default claims made on your policy in the prior three years, and your other policy details.

Renewals

Each time you renew your policy, your premium is likely to change even if your insured circumstances haven't changed.

This is because we use many factors to set your premium.

When we set your renewal premium, we consider how much it was before, and we may limit any increase in that renewal term.

Discounts

We may offer discounts or other special offers from time to time. A discount that you have received will be displayed in the premium breakdown on your Certificate of Insurance or else included within your premium. GST and government charges are applied to the premium after all discounts and savings are applied.

Discount type	Description
Combined Policy Discount	A 10% discount is automatically applied when you take out both buildings and contents cover for the same address under the one policy.
Risk Mitigation Discount	This premium reduction is available for the completion of certain cyclone mitigation upgrades to freestanding homes. The size of the premium reduction depends on the type of upgrade made to the home.



Excess

In most cases, you'll need to contribute an amount towards the cost of a claim.

The table on the next page explains the excesses that apply to common claim types. For other types of claims, we'll tell you what excesses apply when you make a claim.

Please refer to your Certificate of Insurance for the excesses that apply to your policy.

When does an excess apply?

	If shown on your Certificate of Insurance				Unoccupied Property Excess
	Basic Excess	Imposed Excess	Renovation, Alteration, Addition or Repair Excess	Unoccupied Property Excess for Agreed Period	
Type of claim		May apply due to your claims history	Only applies if we have agreed to provide cover for the works and the damage occurs as a direct result of the work being carried out	Only applies if we have agreed to provide cover for the period of unoccupancy and the incident occurs more than 90 days after your property was first unoccupied	Applies if you do not tell us that your property address will be unoccupied. Number of consecutive days unoccupied: 91-365 days: \$1,500 366+ days: \$4,500
Insured events					
Fire					
Escape of water or other liquid					
Accidental breakage of glass or sanitary fixtures	✓	✓	✓	✓	✓
Explosion					
Accidental Damage					
Theft					
Storm, storm surge, rain, hail or flood					
Vandalism or malicious act	✓	✓	✗	✓	✓
Burnout of electric motors					
Damage by animals (including birds)					
Lightning					
Earthquake or tsunami					
Collision	✓	✓	✗	✗	✗
Falling tree or branch					
Riot					
Legal Liability	✗	✗	✗	✗	✗
Options you can add to your policy					
Rent Default by Tenant option	✓	✓	✗	✗	✗



Claim payment examples

These claims payment examples are based on hypothetical scenarios designed to illustrate how a claim payment might typically be calculated. These claims examples are a guide only and do not form part of your policy's cover.

If you lodge a claim under this policy, it will be assessed and settled in accordance with your policy's terms, including the terms and excesses stated on your Certificate of Insurance.

You should read the PDS and your Certificate of Insurance for full details of cover including the policy limits, conditions and exclusions which apply to your policy.

Each claim example uses AUD currency, inclusive of GST, and assumes the claimant is not registered for GST.

Example 1 – Hail damage to garage roof

Hail damaged the garage roof of Lucia's rental property.

Insurance details

Buildings sum insured	\$600,000	Basic Excess	\$750
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	\$20,000	Premium	Paid by instalments

How we settled the claim

Cost of repairs	\$3,500	The garage roof could be repaired.
Total claim cost	\$3,500	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$750	We collected the Basic Excess from Lucia.
Total paid out by us	\$2,750	

Example 2 – Theft of contents

Thieves broke into Jess' rental property while her tenants were out. They smashed a window to gain entry and stole a \$1,500 television and \$1,000 worth of garden appliances that Jess had provided for her tenants. The thieves also stole a bracelet, laptop and cash belonging to the tenants.

Insurance details

Buildings sum insured	\$550,000	Basic Excess	\$500
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	\$25,000	Premium	Paid by instalments

How we settled the claim

Cost of repairs	\$700	The window was assessed as repairable and we paid for the cost of repairs.
Cost of a new television	\$1,500	We replaced the television.
Replacement cost of garden appliances	\$1,000	We paid to replace the garden appliances.
Replacement cost of tenant's property	\$0	We did not cover the bracelet, laptop, or cash as these belonged to the tenants.
Total claim cost	\$3,200	We accepted this claim under the insured event "Theft".
Excess	\$500	We collected the Basic Excess from Jess.
Total paid out by us	\$2,700	

Example 3 – Fire claim

A bushfire destroyed Dennis' rental property. During the rebuild, Dennis chose to have a solar hot water heating system installed. He received no rent during the 24 weeks it took to rebuild the property. Dennis' tenants were on a formal lease agreement with a weekly lease of \$500. Dennis wanted to use his own builder.

Insurance details

Buildings sum insured	\$600,000	Basic Excess	\$600
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	Not selected	Premium	Paid annually

How we settled the claim

Rebuilding costs for Dennis' building	\$630,000	We determined Dennis' building was a total loss and the cost of rebuilding was greater than the buildings sum insured. We automatically increased the buildings sum insured paid to Dennis to rebuild the rental property as per cover provided under the 'Buildings Sum Insured Safeguard'.
Loss of rent	\$12,000	We paid Dennis the rent he lost during the rebuild.
Installation costs of solar hot water system	\$2,500	Post rebates, the solar hot water system cost \$4,000. The maximum cover provided for "Environmental upgrades - buildings" is \$2,500.
Total claim cost	\$644,500	We accepted this claim under the insured event "Fire".
Excess	\$600	We collected the Basic Excess from Dennis.
Total paid out by us	\$643,900	

Note: Once we paid Dennis' total loss claim his policy came to an end. Dennis was not entitled to any refund of premium paid as our contract with him had been fulfilled.

Example 4 – Damage by tenants

A post-tenancy inspection of Rhys' rental property showed the tenants had vandalised the property and used it to manufacture illegal drugs. There were broken windows, several holes in the walls, broken or missing kitchen cupboard doors and burn marks on the carpet in one of the bedrooms. Rhys immediately reported the vandalism and drug manufacture to the police. The tenants were on a formal lease agreement with a weekly rent of \$450. It took seven weeks to clean up and repair Rhys' property, during which it was unavailable to rent.

Insurance details

Buildings sum insured	\$550,000	Basic Excess	\$750
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	Not selected	Premium	Paid by instalments

How we settled the claim

Cost of emergency temporary repairs	\$150	We paid for the temporary repairs required to keep the property safe and prevent further damage.
Cost of chemical decontamination	\$15,000	The police confirmed the rental property was used to manufacture illegal drugs. We paid for the chemical decontamination costs.
Cost of repairs	\$5,700	We repaired the damage to Rhys' property.
Loss of rent	\$1,350	Rhys was entitled to deduct bond money for the loss of rent for this period. We paid Rhys the rent he lost during the clean-up and repair process in excess of the bond collected.
Total claim cost	\$22,200	We accepted this claim under the insured event "Vandalism or malicious act".
Excess	\$750	We collected the Basic Excess from Rhys.
Total paid out by us	\$21,450	

Example 5 – Cyclone claim

Eight months into her period of insurance, a cyclone destroyed Hannah's holiday rental. Hannah did not wish to rebuild the property. The cost to rebuild the rental property was \$475,000. It would have taken 30 weeks to rebuild. The balance on Hannah's mortgage was \$42,010. Hannah has rentals booked in of \$24,000 over the 30 weeks.

Insurance details

Buildings sum insured	\$455,000	Basic Excess	\$750
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Yes
Contents sum insured	\$25,000	Premium	Paid by instalments

How we settled the claim

Rebuilding costs for Hannah's building	\$475,000	The property was assessed as a total loss and the cost of rebuilding was greater than the buildings sum insured. We automatically increased the buildings sum insured paid to Hannah to rebuild the rental property as per cover provided under the 'Buildings Sum Insured Safeguard'.
Amount paid to the finance company	\$42,010	We first paid the bank the amount owing on Hannah's mortgage.
Amount paid to Hannah	\$432,990	We paid Hannah the cost to rebuild, less the amount owing on her mortgage.
Replacement cost of Hannah's contents	\$25,800	The property was assessed as a total loss. As eight whole calendar months had passed since the start of the period of insurance, we increased the contents sum insured by 3.2% to \$25,800 as per cover provided under the 'Sum(s) insured adjustment feature'.
Loss of rent	\$24,000	We paid Hannah for the expected loss of rent.
Cost to discharge mortgage	\$1,200	We reimbursed Hannah the costs of discharging her mortgage.
Total claim cost	\$526,000	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$750	We collected the Basic Excess from Hannah.
Remaining premium instalments	\$680	Before we finalised her claim, Hannah paid us her remaining instalments.
Total paid out by us	\$524,570	

Note: Once we settled Hannah's total loss claim, her policy came to an end as our contract with her had been fulfilled.

Example 6 – Collision damage to boundary fences

A motorist lost control of their car and collided with two boundary fences of Sarah's rental property, destroying both. The motorist left the scene of the accident without leaving their details and there were no witnesses. Sarah shared one of these fences with a neighbour, while the other fence has no neighbour. The fences were identical, built at the same time and were the same length. Each fence cost \$4,000 to replace.

Insurance details

Buildings sum insured	\$350,000	Basic Excess	\$1,000
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Yes
Contents sum insured	Not selected	Premium	Paid by instalments

How we settled the claim

Cost of repairs	\$6,000	We paid for the total cost to replace the fence that was not shared. For the shared fence, we paid 50% of the replacement cost.
Total claim cost	\$6,000	We accepted this claim under the insured event "Collision".
Excess	\$1,000	We collected the Basic Excess from Sarah.
Total paid out by us	\$5,000	

Example 7 – Burst dishwasher hose

A hose to the dishwasher in Shirley's rental property burst and flooded the kitchen, damaging the interior of the kitchen cupboards. The real estate agent called a plumber who charged \$150 to replace and connect the new hose. Shirley then called us to make a claim.

Insurance details

Buildings sum insured	\$440,000	Basic Excess	\$250
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	\$15,000	Premium	Paid by instalments

How we settled the claim

Repairs to kitchen cupboards	\$3,300	We repaired the kitchen cupboards. We did not reimburse Shirley for the new hose as we do not replace the item that causes the escape of water or other liquid.
Total claim cost	\$3,300	We accepted Shirley's claim under the insured event "Escape of water or other liquid".
Excess	\$250	We collected the Basic Excess from Shirley.
Total paid out by us	\$3,050	

Example 8 – Trip and fall on steps

Lisa's tenant Phil tripped and fell on the front steps of her rental property.

Phil suffered injuries which required treatment and he was unable to work for a short period of time. Phil brought a claim against Lisa alleging that she was legally liable for his injuries because the incident occurred on her property, and the steps were too slippery.

Lisa notified us of the claim Phil brought against her. We investigated the claim and assessed that there was a high probability that Lisa would be held liable if the matter proceeded to Court.

We spoke to Phil and obtained further information from him about the extent of his injuries and his losses.

Insurance details

Buildings sum insured	\$720,000	Basic Excess	\$1,000
Buildings Sum Insured Safeguard	 Eligible	Cover option(s) selected	None
		Mortgage	Nil
Contents sum insured	Not selected	Premium	Paid by instalments

How we settled the claim

Settlement paid to Phil	\$25,000	We assessed the evidence supporting Phil's claim and compensated him to discharge Lisa's legal liability.
Total claim cost	\$25,000	We accepted this claim under "Legal liability".
Excess	\$0	Lisa's claim was under the "Legal liability" section of her policy, so her Basic Excess did not apply.
Total paid out by us	\$25,000	