



# Home Insurance

## Combined Financial Services Guide and Product Disclosure Statement

Home and contents insurance  
for homeowners



Australia Post

This is an important document about insurance. It explains what is and what is not covered under the insurance policy and your and our obligations. To check the policy meets your needs, you need to understand it. If you cannot read and understand English please seek assistance from someone who can help you understand it in your preferred language.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

هذه وثيقة هامة عن التأمين، تشرح ما تغطيه بوليصة التأمين وما لا تغطيه بالإضافة إلى التزاماتنا والتزاماتك. يجب عليك فهم محتوى البوليصة حتى تتأكد من أنها تفي باحتياجاتك. إذا لم تكن تجيد قراءة الإنجليزية وفهمها، أطلب المساعدة من شخص يستطيع أن يعينك على فهم هذه الوثيقة باللغة التي تفضلها.

此乃關於保險的重要文件，它解釋了根據保單條款什麼是受保、什麼是不受保項目，以及你方和我方的責任條款。你必須要了解後才能決定這項保險是否能滿足你的需要。如果你不能閱讀和理解英文，請向能幫助你用你熟悉的語言理解內容的人求助。

Đây là một tài liệu quan trọng về bảo hiểm. Nó giải thích những gì được và những gì không được bảo hiểm theo hợp đồng bảo hiểm cũng như những nghĩa vụ của quý vị và của chúng tôi. Để kiểm tra liệu hợp đồng bảo hiểm có đáp ứng được những nhu cầu của quý vị hay không, quý vị cần phải hiểu nó. Nếu quý vị không thể đọc và hiểu tiếng Anh, vui lòng nhờ ai đó có thể giúp giải thích hợp đồng cho quý vị bằng ngôn ngữ quý vị ưa dùng.

Questo è un documento importante sull'assicurazione. Spiega cosa è e cosa non è coperto in base alla polizza assicurativa ed i tuoi ed i nostri obblighi. Per verificare che la polizza soddisfi le tue esigenze, devi capirla. Se non puoi leggere e capire l'inglese, fatti assistere da qualcuno che possa aiutarti a capirla nella tua lingua preferita.

Αυτό είναι ένα σημαντικό έγγραφο σχετικά με την ασφάλιση. Εξηγεί τι είναι και τι δεν καλύπτεται από το ασφαλιστήριο συμβόλαιο και τις δικές σας και τις δικές μας υποχρεώσεις. Για να ελέγξετε αν αυτό ανταποκρίνεται στις ανάγκες σας, πρέπει να το κατανοήσετε. Εάν δεν διαβάζετε ή δεν κατανοείτε την αγγλική γλώσσα, παρακαλείστε να ζητήσετε βοήθεια από κάποιον που μπορεί να σας βοηθήσει να το κατανοήσετε στη γλώσσα που προτιμάτε.

यह बीमा के बारे में एक महत्वपूर्ण दस्तावेज़ है। इसमें यह विवरण दिया गया है कि बीमा पॉलिसी में क्या कवर्ड (बीमे द्वारा सुरक्षित) है और क्या कवर्ड (बीमे द्वारा कवर्ड) नहीं है तथा इसमें आपके और हमारे दायित्वों के बारे में भी बताया गया है। यह जांच करने के लिए कि क्या पोलिसी आपकी आवश्यकताओं को पूरा करती है, आपको इसे समझने की आवश्यकता है। यदि आप अंग्रेज़ी पढ़ और समझ नहीं सकते/सकती हैं तो कृपया किसी ऐसे व्यक्ति से सहायता लें जो आपको इसे आपकी पसंदीदा भाषा में समझने में मदद कर सकता हो।

Este es un documento importante sobre seguros. En él se explica lo que cubre y no cubre su póliza de seguro y tanto sus obligaciones como las nuestras. Deberá entenderlo para determinar si la póliza se adapta a sus necesidades. Si no lee ni entiende inglés, solicite la ayuda de alguien que le pueda ayudar a entenderlo en su idioma.

ਇਹ ਬੀਮੇ ਬਾਰੇ ਇੱਕ ਮਹਤਵਪੂਰਨ ਦਸਤਾਵੇਜ਼ ਹੈ। ਇਸ ਵਿੱਚ ਇਹ ਵੇਰਵਾ ਦਿਤਾ ਗਿਆ ਹੈ ਕਿ ਬੀਮਾ ਪਾਲਿਸੀ ਤਹਿਤ ਕੀ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਹੈ ਅਤੇ ਕਿ ਕਵਰਡ (ਬੀਮੇ ਦੁਆਰਾ ਸੁਰਖਿਅਤ) ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਵਿੱਚ ਤੁਹਾਡੀਆਂ ਅਤੇ ਸਾਡੀਆਂ ਜ਼ਿੰਮੇਵਾਰੀਆਂ ਬਾਰੇ ਵੀ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਇਹ ਜਾਂਚ ਕਰਨ ਲਈ ਕਿ ਕੀ ਪਾਲਿਸੀ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਨੂੰ ਪੂਰਾ ਕਰਦੀ ਹੈ, ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਦੀ ਲੋੜ ਹੈ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਪੜ੍ਹੋ ਤੇ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੋਂ ਮਦਦ ਲਵੋ ਜੋ ਤੁਹਾਡੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਇਸਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਦੇ ਸਕੇ।

# About Australia Post

Australia Post is at the heart of Australian communities, connecting people to each other and the world. Over its long history, its social purpose and commitment to the community has remained the same; to create connections and opportunities that matter to every Australian. Australia Post is invested in *your* success and offers a range of flexible insurance products that provide protection for when the unexpected happens.

## About QBE

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 (QBE) is a member of the QBE Insurance Group of companies. QBE Insurance Group Limited ABN 28 008 485 014 is the ultimate parent entity and is listed on the Australian Securities Exchange (ASX: QBE). We have been helping Australians protect the things that are important to them since 1886.

## QBE in the community

### Premiums4Good™

We are committed to giving back to the communities that we operate in. Through Premiums4Good, we invest a portion of customer premiums into impact investments that aim to make positive environmental or social change, alongside a financial return. It's just another way we help in enabling a more resilient future.

## Relationship between the parties

This Australia Post Home 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 Home Insurance. For details on how APC and APS are remunerated please see the Financial Services Guide (FSG) at the end of this booklet.

For queries or claims relating to *your* Australia Post Home Insurance, *you* can call 13 70 11. This number is operated by the product issuer, QBE.

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# Part A: Product Disclosure Statement



## About your policy

### Our agreement

When *you* pay or agree to pay *your* premium, we agree to provide *you* with insurance cover under the terms and conditions set out in this policy.

### Your policy documents

When you buy your policy it will be made up of:



this Product  
Disclosure  
Statement (PDS)



any applicable  
Supplementary Product  
Disclosure Statement  
(SPDS)



*your Certificate  
of Insurance*

The information in this PDS is current at the preparation date however it may change over time.

When we make a change that is materially adverse, either an SPDS or a new PDS will be provided at renewal.

If we make a change to information in the PDS that is not materially adverse, we may not notify *you* of the change and may not immediately update the PDS. However, *you* can contact *us* for a copy of the change at no charge by *us*.

This PDS does not consider *your* objectives, financial situation or needs. *You* should take into account *your* personal circumstances when considering the information provided to decide if the product is right for *you*.

## Sending you documents

Documents relating to *your* insurance policy will be sent by post or email. Where *you* have been given the choice, they will be sent by *your* chosen delivery method and *you* can change *your* preference at any time.

It is *your* responsibility to make sure *your* contact details are current (including telephone number, email and mailing address where relevant) and *you* must update these as soon as they change.

## About this PDS

This PDS tells *you* about the Australia Post Home Insurance policy we provide including the conditions and exclusions of the cover.

Words in italics have special meanings that are explained in **Definitions** located at the back of this PDS.

The amounts stated in this policy include GST unless stated otherwise.

## References to legislation

Legislation referenced in this *policy* includes subsequent legislation. Any term used in this *policy* and defined by reference to legislation will have the meaning given in any replacement definition or definition with materially the same object or purpose in subsequent legislation.

‘Subsequent legislation’ means:

- an act or regulation as amended, replaced or re-enacted;
- where an act or regulation has been repealed, the current equivalent act or regulation (Commonwealth, State or Territory) with materially the same object or purpose whether in whole or in part.

## When there is more than one insured

When there is more than one *insured* on *your policy*, we *may* treat what any one of them says or does in relation to *your policy* or any claim under it, as said or done by each of the *insureds*. We may rely on a request from one *insured* to change or cancel *your policy* or tell us where a claim payment should be paid. Where a payment is made to one *insured* under this *policy*, we have no further obligations to any other *insured* regarding that payment.

## Interests in the policy

*You must not transfer any interests in your policy without our written consent.*

Any person whose interests *you've* told *us* about and *we've* noted on *your Certificate of Insurance* is bound by the terms of *your* policy in relation to any claim they make.

If *you* have used all or part of *your buildings* or *contents* as security for a loan from a lender, *we* may pay the lender all or part of the payment made when settling *your* claim. For more information, see **Lender's rights**.

## Cooling-off period

If *you* change *your* mind about *your policy* and haven't made a claim, *you* can cancel it within 21 days of the start or renewal date and *we'll* give *you* a full refund. If *you* cancel *your* policy in these circumstances, *you* will have no cover under the policy.

*You* can also cancel *your* policy outside the cooling-off period, see **Cancelling your policy**.

## Tell us when these things change

You must tell us as soon as reasonably possible if any of the following information on your *Certificate of Insurance* is incorrect or has changed.

Things you must tell us	If you have buildings cover	If you have contents cover
You move house	✓	✓
You're planning demolition or construction work including renovations, alterations, additions or repairs at the <i>property address</i> with a commercial value greater than \$20,000	✓	✓
Your home will be <i>unoccupied</i> for any period longer than 90 consecutive days	✓	✓
The occupancy of <i>your</i> home changes, for example, <i>you</i> plan to rent all or part of it out to boarders, tenants or paying guests	✓	✓
You start operating a business or generating a regular income from the <i>property address</i> other than a home office taking up less than 20% of the home	✓	✓
<b>Note:</b> Doing office work in a home office, including working from home for <i>your</i> employer is not considered to be operating a business.		
You add or change mortgage lenders	✓	✗
You want to increase <i>your</i> sum(s) insured	✓	✓
You want to add Specified Contents or Portable Contents or increase any specified limit	✗	✓

If *you* don't tell us, we may reduce or refuse to pay a claim.

When *you* tell us about something that has changed or request a change to *your* policy, we will assess the change to the risk in accordance with *our* underwriting rules and processes.

## Changes to your cover

If *you* request any change to cover (e.g. *you* choose to add an optional cover or *you* increase *your* sum(s) insured) then, if we agree to the change, we will issue a new *Certificate of Insurance* and ask *you* for any additional premium. If an additional premium is required, the change will only be effective when:

- if *you're* paying in instalments by direct debit, any remaining instalments have been adjusted to reflect the additional premium; or
- *you* have paid the additional premium by the due date we give *you*.

If *you* don't pay the additional premium by the due date then we will make reasonable efforts to contact *you* using the latest contact details *you* provided us. If we don't receive payment of the additional premium owed, the change will not be effective and we will confirm this by issuing a replacement *Certificate of Insurance*.

If *you* request any change to cover and we don't agree to the change, then we will let *you* know and the policy will continue unchanged.

Call 13 70 11 to discuss potential changes in circumstances when *you* know the details of the timing and nature of the changes before they happen, to find out in advance whether we will be able to continue to insure *your* buildings and/or contents.

## Changes to your circumstances

If *you* tell us about a change in *your* insured *property's* address then we will consider it under *our* underwriting rules and processes, and depending on the underwriting assessment:

- if we do not agree to the change, we will cancel *your* policy and refund the unused portion of the premium.
- if we agree to the change, we will issue a new *Certificate of Insurance* and ask *you* for any additional premium, inform *you* of any change in terms, and any additional applicable excess(es). If an additional premium is required, the change will only be effective when:

Changes of these kinds sometimes alter the risk to *us* in such a significant way that it is no longer within *our* underwriting rules, and we would not have issued the policy if the request had been made before the start of the policy

- if *you're* paying in instalments by direct debit, any remaining instalments have been adjusted to reflect the additional premium; or
- *you* have paid the additional premium by the due date we give *you*.

## Changes to your circumstances (continued...)

If *you* don't pay the additional premium by the due date then we will make reasonable efforts to contact *you* using the latest contact details *you* provided *us*. If we don't receive payment of the additional premium owed, then we will cancel *your* policy. We will use the latest contact details *you* provided *us* to notify *you* of the cancellation date, which will depend on factors including:

- the amount of the additional premium payable for the change;
- the premium *you* have already paid on *your* policy; and
- the remaining *period of insurance*.

*You* will not receive a refund as we will use the premium *you* have already paid to delay the cancellation date by as long as possible. If *you* pay the additional premium after we notify *you* but before the cancellation date, then we will no longer need to cancel *your* policy.

If relevant, please see our Financial Hardship policy available at [qbe.com/au](http://qbe.com/au)

If *you* tell *us* about any of the following changes then we will cancel *your* policy and refund any unused portion of the premium:

- *you* are removing the roof (except if the roof is fully reinstated within 24 hours of the commencement of its removal), or removing or changing supporting walls, underpinning, foundations or piers in a residential *building* at the *property address*; or
- *you* start operating a business or generating a regular income from the *property address* other than a home office taking up less than 20% of the home; or
- the occupancy of *your* home changes, for example, *you* plan to rent all or part of it out to boarders, tenants or paying guests.

Doing office work in a home office, including working from home for *your* employer, is not considered to be operating a business.

If *you* tell *us* about a change in mortgage lender we will note them on the *Certificate of Insurance*.

If *you* tell *us* about any other change, we will consider it under *our* underwriting rules and processes at the time.

## Your sums insured

*Your* home is unique and it's important to insure for the right sum(s) insured because, if *you* underinsure, it could be financially devastating. For example, if *your* home was *damaged* significantly in a fire, and *your* sum(s) insured wasn't enough to fully rebuild *your* home and/or replace *your* contents, *you'd* have to pay the shortfall yourself.

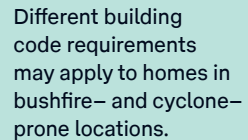
### If you have buildings cover – your buildings sum insured

*Your* buildings sum insured should include things like the cost of:

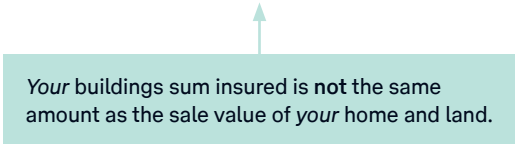
- the materials and labour needed to rebuild *your* home;
- demolition and removal of debris;
- work required to prepare the land for a rebuild;
- constructing a similar building to applicable building codes, taking into account new or enhanced requirements introduced since the *building* was built;
- constructing a similar building on sloping land (where relevant); and
- professional fees e.g. architects' and surveyors' fees,

so that *you* have adequate cover in the event of a *total loss*.

The amount *you* select is called *your* 'buildings sum insured' – it'll be shown on *your* *Certificate of Insurance*.



Different building code requirements may apply to homes in bushfire- and cyclone-prone locations.



*Your* buildings sum insured is **not** the same amount as the sale value of *your* home and land.



## Buildings Sum Insured Safeguard

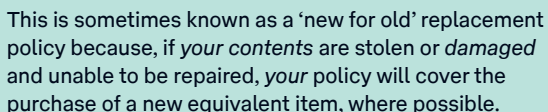
If *you* have the Buildings Sum Insured Safeguard, it will be shown on your *Certificate of Insurance*. If *you* have the Safeguard and make a claim that exceeds your buildings sum insured, we'll pay up to 30% more than the buildings sum insured shown on your *Certificate of Insurance*. This Safeguard applies to a claim where we:

- repair or replace *your buildings*; or
- pay *you* the *reasonable cost* to repair or replace *your buildings* at the *property address*.

For an example of how the Buildings Sum Insured Safeguard may apply, see the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by *us*.

## If you have contents cover – your contents sum insured

*Your* contents sum insured, should be the cost to replace all *your contents* at today's prices so that *you* have adequate cover in the event of a *total loss*.



This is sometimes known as a 'new for old' replacement policy because, if *your contents* are stolen or *damaged* and unable to be repaired, *your* policy will cover the purchase of a new equivalent item, where possible.

The amount *you* select is called *your* 'contents sum insured' – it'll be shown on your *Certificate of Insurance*.

## Changing your sum(s) insured

You should consider updating your *buildings* and/or *contents* sum(s) insured when making changes such as:

When you should consider changing your sum(s) insured	If you have buildings cover	If you have contents cover
Alterations, additions or renovations	✓	✓
If <i>you</i> determine that <i>you</i> are underinsured, for example, after getting advice from a quantity surveyor on the replacement value of <i>your</i> home or, after reassessing the value of <i>your contents</i> while making an inventory of <i>your</i> possessions.	✓	✓
You buy items that increase the value of <i>your contents</i> <b>Note:</b> Limits apply to some <i>contents</i> items. See <b>Contents with limits</b> .	✗	✓
You buy <i>jewellery</i> , watches, <i>artworks</i> , <i>rugs</i> or <i>antiques</i> , or <i>you</i> buy or add to a <i>collection</i> worth more than the limit set out in <b>Contents with limits</b>	✗	✓

Whilst *you* should take care not to be underinsured, *you* should also consider reducing *your* contents sum insured if *you* sell or dispose of items without replacing them.

## Sum(s) insured adjustment feature

We'll increase *your* sum(s) insured by 0.5% for each whole calendar month until *you* next renew *your* policy to help with increases in replacement costs.

We will not increase *your* sum(s) insured for any *Specified Contents* or *Portable Contents* covered under *your* policy.

For an example of how the sum(s) insured adjustment feature works in practice, see the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by *us*.

## Your sum(s) insured at renewal

Normally, before *your* policy ends each year, *we'll* send a renewal invitation and let *you* know the renewal premium. *We* may increase *your* sum(s) insured, to allow for increases in replacement costs. This may not be the same as  $12 \times 0.5\%$  under the **Sum(s) insured adjustment feature**.

*You'll* still need to check *your* sum(s) insured to make sure the amount is appropriate and that *you're* not underinsured.

*We* will not automatically adjust the sum(s) insured for any *Specified Contents* or *Portable Contents* covered under *your* policy.

## Over-insuring

If *you* over-insure *your buildings* and/or *contents* and they are a *total loss*, *we* will only pay the *reasonable cost* to replace or rebuild them to a condition substantially the same as, but not better than, when new.



# The cover

When *you* take out this policy *you* can choose:

- buildings cover only;
- contents cover only; or
- buildings and contents cover.

*Your Certificate of Insurance* will show the cover *you've* chosen and *your* sum(s) insured.

## Buildings cover

This cover applies to the *buildings* (including their *fixtures*) at the *property address* shown on *your Certificate of Insurance* when *you* have chosen buildings cover or buildings and contents cover.

See What do we mean by buildings and fixtures? in Definitions

## What you're covered for

We'll cover *you*:

- for *damage to your buildings* caused by the Insured Events listed in this PDS;
- under Standard Features applicable to buildings cover;
- under the Accidental Damage option if *you've* chosen to add it to *your* policy, and it's shown on *your Certificate of Insurance*; and
- for legal liability caused by an *occurrence* during the *period of insurance* at *your property address*, unless otherwise stated.

There are situations *you're* not covered for. These are set out throughout the PDS. Also, see **General Exclusions**.

## Contents cover

This cover applies to *your contents* when you have chosen contents cover or buildings and contents cover.

See *What do we mean by contents?* in Definitions

## What you're covered for

We'll cover you:

- for *damage to your contents* caused by the Insured Events listed in this PDS;
- under Standard Features applicable to contents cover;
- under the Accidental Damage option and/or the Portable Contents option if you've chosen to add it to *your policy* and it's shown on your *Certificate of Insurance*; and
- for legal liability caused by an *occurrence* during the *period of insurance* anywhere in the world other than at *your property address*.

There are situations you're not covered for. These are set out throughout the PDS. Also, see **General Exclusions**.

## Contents with limits

Some *contents* items have standard policy limits. If you make a claim for loss of or *damage* to one of the items in the table on the next page, we won't pay more than the limit shown unless:

- you have told us about the item and the cost to replace it (see **Can the limit be increased?** in the table on the next page); and
- we have agreed to cover the item for more than the standard policy limit; and
- it is shown as a *Specified Contents* item on your *Certificate of Insurance*.

If you have an item that could fall under more than one category in the table on the next page, we will treat that item as though it is in the category with the lowest applicable limit.

For example, *jewellery*, watches and *collections* are not considered *antiques* under this policy, even if they are over 100 years old.

The lower limits in the table for *jewellery* and watches and *collections* apply to these items, not the *antiques* limit.

Continued next page...

## Contents with limits (continued...)

If the standard policy limit will not be enough to cover the repair or replacement of a particular item, *you* should tell *us* about the item and the cost to replace it so that we can consider whether to agree to cover it for more than the standard policy limit.

Item	Standard policy limit	Can the limit be increased?
Jewellery and watches	\$2,500 per item, set or pair	✓
Collections	\$5,000 per collection	✓
Artworks, rugs and antiques <b>Note:</b> See the definitions of ‘artworks’ and ‘antiques’ as they have special meanings in this PDS.	\$20,000 per item, set or pair	✓
Cash, vouchers, coupons, gift cards, money orders, negotiable financial documents, bullion, ingots, uncut and/or unset gemstones	\$800 in total	✗
Items used by <i>you</i> or <i>your family</i> for earning any income (but not including items ordinarily used in a home office)	\$5,000 in total	✗
Accessories, appliances or spare parts for motor vehicles, caravans, trailers and watercraft (but there is no cover when they are in, on or attached to any of them)	\$1,250 in total	✗
Model aircraft or drones <b>Note:</b> Other limitations and exclusions apply to model aircraft and drones relating to size, weight and usage. See <b>Definitions and General Exclusions</b> .	\$1,500 per model aircraft or drone	✗
Food and prescribed medicines that must be refrigerated or frozen	\$500 in total, once in a period of insurance	✗

## Specified Contents

*Specified Contents* are items we've agreed to cover for more than the standard policy limits that would otherwise apply.

The most we'll pay for *your Specified Contents* items is the Specified item limit shown on *your Certificate of Insurance*.

## Where are your contents covered?

*Your contents* are usually only covered at *your property address*. Limits and exclusions apply to *contents* and Portable Contents wherever they're covered, as set out throughout the PDS.

There are some specific limits and exclusions for *contents* in the *open air* at the *property address* under the Insured Events: **Theft or burglary** and **Storm, storm surge, rain, hail or flood**.

There is some limited cover away from the *property address* in particular situations where *you* move to a new permanent residence. Please see details in the Standard Features **Contents in transit to your new residence** and **Cover when you move house**.

If *you* have Portable Contents shown on *your Certificate of Insurance*, they are generally covered anywhere in Australia and New Zealand, and anywhere in the world for up to 90 days. There are some specific exclusions that apply to Portable Contents, including when they are in transit to a new permanent residence. See **What you're not covered for** under the Portable Contents option.


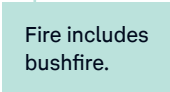
The table below is a quick guide on where certain *contents* items are covered:

Location		Contents	Portable Contents (optional)
<b>At the property address</b>	Inside <i>your buildings</i>	✓	✓
	In the <i>open air</i>	✓	✓
<b>Away from the property address</b>	In transit to <i>your</i> new residence	✓	✓
	At <i>your</i> new home when <i>you</i> move house	✓	✓
	Anywhere in Australia and New Zealand and for up to 90 consecutive days anywhere else in the world	✗	✓

# Insured Events


We cover *damage* to your insured *buildings* and/or *contents* caused directly by the following Insured Events that occur during the *period of insurance*. For most Insured Events, there are specific situations *you're* not covered for. These are set out below in the column headed **We won't cover**. You are also not covered for anything set out in the **General Exclusions**.


We only cover the part of *your* property *damaged* by the Insured Event, but see **Matching materials** in the Claims section of this policy.

Insured Event	We'll cover	We won't cover
 <b>Fire</b> 	<p><i>damage</i> caused by:</p> <ul style="list-style-type: none"><li>• fire;</li><li>• charring, melting or scorching as a result of heat from a fire; and</li><li>• smoke, ash or soot from a fire</li></ul>	<p>charring, melting or scorching, caused by heat generated from an item in the ordinary course of its use, such as:</p> <ul style="list-style-type: none"><li>• an electrical or gas appliance intended to produce heat for example a toaster, kettle, clothes iron, heater or cooking appliance; or</li><li>• smoking items for example cigarettes, cigars or pipes;</li></ul> <p>unless the Accidental Damage option has been added to <i>your</i> policy</p> <p><i>damage</i> to an item designed to be exposed to or generate heat, caused in the ordinary course of its use, such as a fireplace, a clothes iron or a cooking or heating appliance, where that's the only <i>damage</i> that occurs</p>





Insured Event	We'll cover	We won't cover
<p><b>Fire</b> (continued...)</p>		<p><i>damage</i> deliberately caused by:</p> <ul style="list-style-type: none"> <li>• <i>you or your family</i>; or</li> <li>• someone with <i>your</i> consent or the consent of <i>your family</i></li> </ul>
<div data-bbox="96 464 154 547"></div> <p><b>Theft or burglary</b></p>	<p>loss or <i>damage</i> caused by theft, burglary or attempted theft or burglary but we will only cover burglary of cash, vouchers, coupons, gift cards, money orders or negotiable financial documents when there is forcible entry into the home:</p> <ul style="list-style-type: none"> <li>• involving actual or threatened violence to a person; or</li> <li>• that causes <i>damage</i> to the <i>buildings</i></li> </ul> <p>unless the Accidental Damage option has been added to <i>your</i> policy</p> <p><b>Note:</b> As soon as reasonably possible after the theft, burglary or attempted theft or burglary, <i>you must report the incident to the police and provide details of the report to us. See What you must do after an incident for more information.</i></p>	<p>theft or burglary of:</p> <ul style="list-style-type: none"> <li>• <i>unattended jewellery</i>, watches, portable electronic items or mobile phones in the <i>open air</i> or in an unlocked vehicle, caravan or trailer in the <i>open air</i> at <i>your property address</i>; or</li> </ul> <div data-bbox="717 821 956 999"> <p>This exclusion does not apply to these items if <i>you</i> have insured them under Portable Contents.</p> </div> <ul style="list-style-type: none"> <li>• more than \$8,000 in total for any other <i>contents</i> items in the <i>open air</i> at <i>your property address</i>. (This limit does not apply to outdoor furniture, barbecues and above ground pools)</li> </ul> <p>unless the Accidental Damage option has been added to <i>your</i> policy</p> <p>Continued next page...</p>

Insured Event	We'll cover	We won't cover
<p><b>Theft or burglary</b> (continued...)</p>	<p>If you have contents cover and have suffered a burglary, see the Standard Feature <b>Improved security</b> to see if it applies to you.</p>	<p>loss or <i>damage</i> caused by theft, burglary or attempted theft or burglary by:</p> <ul style="list-style-type: none"> <li>• you or your family;</li> <li>• someone with your consent or the consent of your family; or</li> <li>• someone who, at the time of the theft, burglary or attempted theft or burglary, was on your property with your consent or the consent of your family or your agent</li> </ul>
<p> <b>Lightning</b></p>	<p><i>damage</i> caused by a direct lightning strike</p> <p><i>damage</i> caused by a <i>power surge</i> due to lightning as long as:</p> <ul style="list-style-type: none"> <li>• the Australian Government Bureau of Meteorology has a record of lightning in your area at the time the <i>damage</i> occurred; and</li> <li>• an appropriately qualified contractor confirms the <i>damage</i> was caused by <i>power surge</i> due to lightning</li> </ul> <p>If you think you may have a claim for <i>power surge</i> under this Insured Event, please call 13 70 11 before you contact anyone to make repairs.</p>	

Insured Event	We'll cover	We won't cover
 <p>Storm, storm surge, rain, hail or flood</p> <p>↑</p> <p>Storm includes cyclone.</p>	<p>damage caused by storm, storm surge, rain, hail or flood</p> <p>damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the storm, storm surge, rain, hail or flood</p>	<p>damage caused by water, rain, wind, hail or debris:</p> <ul style="list-style-type: none"> <li>entering <i>your buildings</i> through an opening in any part of <i>your home</i> made for the purpose of alterations, additions, renovations or repairs, even if the opening was covered by a tarpaulin or similar; or</li> <li>because of existing <i>damage</i>, a design fault, a structural defect or faulty workmanship that: <ul style="list-style-type: none"> <li><i>you</i> were aware of, or a reasonable person in the circumstances would have been aware of; and</li> <li><i>you</i> knew, or a reasonable person in the circumstances would have known may result in <i>damage</i> or further <i>damage</i></li> </ul> </li> <li>due to lack of maintenance</li> </ul> <p>↑</p> <p>For example, where gutters overflow due to a build-up of leaves or other debris.</p> <p>Continued next page...</p>

Insured Event	We'll cover	We won't cover
<p>Storm, storm surge, rain, hail or flood</p> <p>(continued...)</p>		<p><i>damage</i> caused by a <i>power surge</i> or an interruption to the power supply unless the Accidental Damage option has been added to <i>your</i> policy</p> <p>the cost of removing residue deposited by wind and/or rain on <i>your buildings</i>, such as dust or sand</p> <p><i>damage</i> caused by any <i>action of the sea</i></p> <p><i>damage</i> to:</p> <ul style="list-style-type: none"><li>• retaining walls;</li><li>• swimming pool or spa covers, solar covers or plastic liners (including vinyl);</li><li>• swimming pools or spas as a result of hydrostatic pressure;</li><li>• external paintwork, treated surfaces or finishes caused by water or wind where that's the only <i>damage</i> that occurs to that part of <i>your buildings</i>; or</li></ul>


Insured Event	We'll cover	We won't cover
<p>Storm, storm surge, rain, hail or flood</p> <p>(continued...)</p>		<ul style="list-style-type: none"> <li>gates and fences that <i>you</i> were aware, or a reasonable person in the circumstances would have been aware, were:             <ul style="list-style-type: none"> <li>in a poor or damaged condition before the <i>incident</i>; or</li> <li>installed or constructed incorrectly</li> </ul> </li> </ul> <p><i>damage</i> to the following items in the <i>open air</i> at the <i>property address</i>:</p> <ul style="list-style-type: none"> <li>cash, vouchers, coupons, gift cards, money orders, negotiable financial documents;</li> <li><i>jewellery</i>, watches and portable electronic items including mobile phones; or</li> </ul> <div data-bbox="717 967 1009 1114"> <p>This exclusion does not apply to these items if <i>you</i> have insured them under Portable Contents.</p> </div> <ul style="list-style-type: none"> <li>more than \$8,000 in total for any other <i>contents</i> items in the <i>open air</i> at <i>your property address</i>. (This limit does not apply to outdoor furniture, barbecues and above ground pools)</li> </ul> <p>unless the Accidental Damage option has been added to <i>your</i> policy</p>



Insured Event	We'll cover	We won't cover
 <p>Earthquake or tsunami</p>	<p>damage caused by an earthquake</p> <p>damage caused by a tsunami</p> <p>damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of, the earthquake or tsunami</p> <p><b>Note:</b> All damage caused by earthquake or tsunami, occurring within seven days of the first damage occurring, will be regarded as damage resulting from one incident.</p> <p>If any earthquake or tsunami damage occurs after that, each subsequent seven day period in which damage occurs will be regarded as a separate incident.</p> <div><p>An excess applies for each incident.</p></div>	<p>damage caused by any action of the sea</p>
 <p>Escape of water or other liquid</p>	<p>damage caused by water or other liquid which suddenly and unexpectedly escapes from:</p> <ul style="list-style-type: none"><li>• a plumbing system;</li><li>• a water main or pipe;</li><li>• a bath, shower, fixed basin or sink;</li></ul>	<p>damage:</p> <ul style="list-style-type: none"><li>• deliberately caused by:<ul style="list-style-type: none"><li>◦ you or your family; or</li><li>◦ someone with your consent or the consent of your family;</li></ul></li><li>• to your swimming pool or spa due to hydrostatic pressure;</li></ul>


Insured Event	We'll cover	We won't cover
<p>Escape of water or other liquid (continued...)</p>	<ul style="list-style-type: none"> <li>• a waterbed;</li> <li>• a fixed heating or cooling system;</li> <li>• roof gutters or downpipes;</li> <li>• a tank;</li> <li>• a toilet system;</li> <li>• <i>white goods</i>; or</li> <li>• a swimming pool or spa</li> </ul> <p><i>damage</i> caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the escape of water or other liquid</p> <p>If <i>you</i> have buildings cover and <i>your</i> claim for <i>damage</i> caused by escape of water or other liquid has been accepted, <i>we'll</i> also pay the <i>reasonable</i> cost of a qualified and properly equipped supplier to:</p> <ul style="list-style-type: none"> <li>• find the source of the escaped water or other liquid; and</li> <li>• repair any <i>damage</i> that was necessary in order to find the source.</li> </ul>	<ul style="list-style-type: none"> <li>• caused by the porous condition of any tiles, grouting or sealant;</li> <li>• due to: <ul style="list-style-type: none"> <li>◦ lack of maintenance;</li> </ul> <div data-bbox="740 427 966 604" style="border: 1px solid #008080; background-color: #e0f2f1; padding: 10px; margin: 10px 0;"> <p>For example, where gutters overflow due to a build-up of leaves or other debris.</p> </div> <ul style="list-style-type: none"> <li>◦ a defect or faulty workmanship; or</li> <li>◦ a gradual process such as condensation, rising damp or splashing;</li> </ul> <p>that</p> <ul style="list-style-type: none"> <li>◦ <i>you</i> were aware of, or a reasonable person in the circumstances would have been aware of; and</li> <li>◦ <i>you</i> knew, or a reasonable person in the circumstances would have known may result in water or other liquid <i>damage</i> or further <i>damage</i></li> </ul> <p>costs to:</p> <ul style="list-style-type: none"> <li>• fix leaks;</li> </ul> </li> </ul> <p style="text-align: right; color: #c00000;">Continued next page...</p>


Insured Event	We'll cover	We won't cover
Escape of water or other liquid (continued...)	<p>However, if there is no water or other liquid <i>damage</i> caused to <i>your</i> insured property, we will not pay to find the source of a leak or repair any <i>damage</i> resulting from actions taken to find the source of a leak. For example, we will not pay the cost to repair a driveway after it's been dug up to find and fix a leaking pipe, if the leak from the pipe has not caused any <i>damage</i>.</p>	<ul style="list-style-type: none"><li>• repair or replace any part of a shower recess or shower base such as tiles, grouting, or any membrane or waterproofing;</li><li>• repair or replace defective parts or items that caused the <i>damage</i>, for example we won't pay to replace a dishwasher hose that broke; or</li><li>• fix defects in the design or construction of a system</li></ul>
 Accidental breakage of glass or sanitary fixtures	<p>if you have buildings cover, <i>accidentally</i> broken:</p> <ul style="list-style-type: none"><li>• glass forming part of <i>your buildings</i>, including:<ul style="list-style-type: none"><li>◦ any window tinting or shatter proofing material attached to it; and</li><li>◦ the frame, if required to replace the broken glass;</li></ul></li><li>• ceramic, acrylic or fibreglass sanitary <i>fixtures</i> such as baths, toilets and sinks</li></ul>	<p><i>damage</i> to:</p> <ul style="list-style-type: none"><li>• part of a glass house or conservatory; or</li><li>• tiles</li></ul> <p><i>damage</i> to glass that is designed to be exposed to heat, in the ordinary course of its use including glass in:</p> <ul style="list-style-type: none"><li>• fireplaces and heaters; or</li><li>• oven doors, stove tops or other cooking surfaces</li></ul> <p><i>damage</i> including chips, scratches, surface cracks or where the fracture in the glass does not extend through its entire thickness</p>





Insured Event	We'll cover	We won't cover
<p>Accidental breakage of glass or sanitary fixtures</p> <p>(continued...)</p>	<p>if you have contents cover, <i>accidentally</i> broken glass that forms part of:</p> <ul style="list-style-type: none"> <li>• furniture;</li> <li>• mirrors; and</li> <li>• relocatable light fittings</li> </ul>	<p><i>damage:</i></p> <ul style="list-style-type: none"> <li>• to crockery, glassware, glass vases and ornaments;</li> <li>• to glass forming part of a clock, picture, television, radio or computer monitor; or</li> <li>• to the glass components of items worn or carried by hand such as spectacles, watches, mobile phones, cameras and binoculars</li> </ul> <p>unless you have contents cover and the Accidental Damage option has been added to your policy</p>
 <p>Vandalism or malicious act</p>	<p><i>damage caused by vandalism or malicious act</i></p> <p><b>Note:</b> As soon as reasonably possible after the <i>vandalism or malicious act</i>, you must report the <i>incident</i> to the police and provide details of the report to us. See <b>What you must do after an incident</b> for more information.</p>	<p><i>damage caused by vandalism or malicious act:</i></p> <ul style="list-style-type: none"> <li>• by you or your family;</li> <li>• by someone with your consent or the consent of your family; or</li> <li>• by someone who, at the time of the <i>vandalism or malicious act</i>, was on your property with your consent or the consent of your family or your agent</li> </ul>

Insured Event	We'll cover	We won't cover
 <p>Collision</p>	<p>damage caused by any of the following (or any part of them, or anything carried by them) <i>accidentally</i> colliding with <i>your</i> property:</p> <ul style="list-style-type: none"> <li>• a train;</li> <li>• a vehicle, trailer or caravan;</li> <li>• any watercraft;</li> <li>• a hovercraft;</li> <li>• an aircraft;</li> <li>• a spacecraft, a satellite or any space debris; or</li> <li>• a television, radio or satellite aerial including their masts or fittings</li> </ul>	<p>damage caused by wheels, tyres or the weight of a vehicle to <i>fixtures</i> such as paths, driveways, bridges, culverts or underground pipes, cables or utilities</p> <div data-bbox="695 451 995 627"> <p>A 'culvert' is a tunnel or bridge-like structure that allows water to flow under a path, driveway or road for example.</p> </div> <p>costs of repairing television, radio or satellite aerials, fittings or masts that caused the <i>damage</i></p>
 <p>Falling tree or branch</p>	<p>damage caused by a falling tree or branch</p> <p>the <i>reasonable</i> costs:</p> <ul style="list-style-type: none"> <li>• to remove fallen trees or branches that caused the <i>damage</i> and take them to the nearest permissible dumping ground;</li> <li>• to fell or prune the tree or remove it or part of it, if recommended by a suitably qualified professional due to the risk of further impending <i>damage</i>; or</li> <li>• to treat the stump to prevent further growth</li> </ul>	<p>damage caused by tree lopping, pruning or felling by <i>you</i> or done with <i>your</i> consent</p> <p>the cost of removing the stump</p>

Insured Event	We'll cover	We won't cover
 <p><b>Burnout of electric motors</b></p>	<p><i>damage</i> to an electric motor in a domestic machine or appliance if it has been burnt out by an electric current.</p> <p>We'll pay the <i>reasonable</i> cost to repair or replace:</p> <ul style="list-style-type: none"> <li>• the electric motor; or</li> <li>• the compressor containing the motor; or</li> <li>• the sealed unit (including regassing where necessary) if the electric motor is inside a sealed unit; or</li> <li>• a water pump together with its electric motor, if it's not possible to replace just the electric motor</li> </ul> <p>If the electric motor is in a machine or appliance and it cannot be repaired or replaced or if it's uneconomical to do so, we will pay the replacement cost of an equivalent machine or appliance.</p>	<p>motors more than 10 years old</p> <p>leakage of refrigerant gas and maintenance of refrigerant dryers</p> <p>the cost of:</p> <ul style="list-style-type: none"> <li>• retrieving, removing or replacing the pump section of pool or pressure pumps;</li> <li>• retrieving or re-installing submerged or underground pumps or their driving motors; or</li> <li>• hiring a replacement machine or appliance</li> </ul> <p>repairing or replacing:</p> <ul style="list-style-type: none"> <li>• motors under manufacturers' guarantee or warranty;</li> <li>• motors forming part of equipment used for earning any income by <i>you or your family</i>;</li> </ul> <div data-bbox="717 1145 953 1323" style="border: 1px solid #00a08a; background-color: #e0f2f1; padding: 10px; margin: 10px 0;"> <p>Equipment used for earning an income may be insurable under a business insurance policy.</p> </div> <ul style="list-style-type: none"> <li>• motors in a vehicle, <i>personal mobility device</i> or <i>mobility scooter</i>;</li> </ul> <p style="color: #c0392b;">Continued next page...</p>



Insured Event	We'll cover	We won't cover
<p>Burnout of electric motors (continued...)</p>		<ul style="list-style-type: none"><li>• electronic controllers or other electronics;</li><li>• parts in a radio, television, computer, microwave oven, sound recording and playing equipment, amplifying or transmitting device, electronic equipment, control panels or similar device or instrument;</li><li>• starter switches, lighting or heating elements, fuses, electrical contacts or protective devices; or</li><li>• transformers</li></ul>
 <p>Damage by animals (including birds)</p>	<p><i>damage</i> caused by an animal colliding with <i>your</i> property</p> <p><i>damage</i> caused by an animal <i>accidentally</i> trapped inside the living area of <i>your</i> residential building</p> <div><p>For example, if a brush turkey were to enter <i>your</i> home through a cat flap it may cause <i>damage</i> if it's unable to find its way back out.</p></div>	<p><i>damage</i> caused by:</p> <ul style="list-style-type: none"><li>• <i>your</i> pet;</li><li>• any animal knowingly allowed on to or permitted to remain on the <i>property address</i> by <i>you</i> or <i>your family</i>;</li><li>• insects (at any stage of their lifecycle); or</li><li>• vermin or rodents</li></ul> <p><i>damage</i> within the roof cavity or an enclosed crawl space, or to the outside of <i>your buildings</i> or to any <i>contents</i> in the <i>open air</i> caused by an animal:</p> <ul style="list-style-type: none"><li>• eating;</li></ul>

Insured Event	We'll cover	We won't cover
Damage by animals (including birds) (continued...)		<ul style="list-style-type: none"><li>• chewing;</li><li>• clawing;</li><li>• pecking;</li><li>• scratching;</li><li>• soiling;</li><li>• fouling; or</li><li>• polluting in any way</li></ul>
 Explosion	<p><i>damage</i> caused by an explosion</p> <p><i>damage</i> caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the explosion</p>	<p>the cost to repair or replace the item that exploded</p> <div><p>For example, we won't pay to replace a hot water system, solar heater or water tank that exploded.</p></div>
 Riot	<p><i>damage</i> caused by riot, civil commotion, industrial or political demonstration</p>	


# Standard Features

The following Standard Features apply when *your* claim for an *incident* covered by *your* policy is accepted and they are directly connected to that *incident*. These Standard Features are payable as part of *your* sum(s) insured, unless otherwise indicated. There is no excess payable for these Standard Features as *you* will already be paying the applicable excess for the *incident*.



Whether the Standard Features apply to buildings cover, contents cover or both is indicated in the first column of the table.


Standard Feature	We will...	But not...
 Emergency temporary repairs ✓ Buildings cover ✗ Contents cover	<p>pay the <i>reasonable cost</i> of emergency temporary repairs necessary to make <i>your</i> property safe and prevent further <i>damage</i> due to the <i>incident</i></p> <p>For example, the cost of a tradesperson to secure a tarpaulin over a hole in the roof to prevent rainwater entering the <i>buildings</i>.</p> <p><b>Note:</b> If possible and where it's safe to do so, contact us first for <i>our</i> assistance.</p>	<p>without <i>our</i> prior consent, unless it's an emergency (e.g. where further <i>damage</i> is likely to occur) and <i>you're</i> unable to contact us</p>
 Temporary accommodation costs ✓ Buildings cover ✗ Contents cover	<p>if:</p> <ul style="list-style-type: none"><li>• <i>your</i> home is being repaired or rebuilt:</li><li>• the home is <i>your</i> permanent residence; and</li><li>• the home is <i>unliveable</i> due to the <i>incident</i>,</li></ul>	

Standard Feature	We will...	But not...
<p>Temporary accommodation costs</p> <p>(continued...)</p>	<p>pay up to the lesser of:</p> <ul style="list-style-type: none"> <li>costs incurred up to 24 months from the time of the <i>incident</i>; or</li> <li>20% of <i>your</i> buildings sum insured</li> </ul> <p>towards the necessary and <i>reasonable</i> cost of:</p> <ul style="list-style-type: none"> <li>temporary, alternative accommodation for <i>you</i>, <i>your family</i> and <i>your</i> pets, having regard to availability and <i>your</i> circumstances, while <i>your</i> home is being repaired or rebuilt;</li> <li>relocating to the temporary accommodation;</li> <li>returning to <i>your property address</i> once the home is no longer <i>unliveable</i>; and</li> <li>additional expenses due to <i>your</i> living in the temporary accommodation, for example redirecting mail and connecting to utilities</li> </ul>	<p>Continued next page...</p>



Standard Feature	We will...	But not...
<p><b>Temporary accommodation costs</b></p> <p>(continued...)</p>	<p>If <i>your buildings</i> claim has been accepted but <i>you</i> decide not to rebuild, we'll only pay the costs that would have been incurred for the time it would have taken to repair or replace <i>your buildings</i>.</p> <p>This Standard Feature is payable in addition to <i>your buildings</i> sum insured.</p>	
<div></div> <p><b>Temporary storage of contents</b></p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>pay the <i>reasonable</i> cost to move <i>your</i> undamaged <i>contents</i> into storage and store them for as long as they can't be kept at the <i>property address</i> due to the <i>incident</i>, up to the <i>lesser</i> of:</p> <ul style="list-style-type: none"><li>• costs incurred up to 24 months from the time of the <i>incident</i>; or</li><li>• 20% of <i>your contents</i> sum insured.</li></ul> <p>This Standard Feature is payable in addition to <i>your contents</i> sum insured.</p>	<p>costs to store items outside Australia</p>





Standard Feature	We will...	But not...
 <p>Improved security</p> <ul style="list-style-type: none"> <li>✗ Buildings cover</li> <li>✓ Contents cover</li> </ul>	<p>pay up to \$500 towards the cost of purchasing and installing additional security measures if a burglary:</p> <ul style="list-style-type: none"> <li>• is accompanied by forcible entry into the residential <i>buildings</i> at <i>your property address</i> that causes <i>damage</i> to the property; and</li> <li>• results in loss of <i>contents</i> items for which a claim has been accepted;</li> </ul> <p>and the additional security measures will reduce the likelihood of a similar burglary happening again.</p> <p><b>Note:</b> The additional security measures must be installed within 30 days of the date the burglary claim has been accepted.</p> <p><i>We may ask you to provide us with an invoice for the purchase and installation of the security upgrade.</i></p>	
 <p>Environmental upgrades – contents</p> <ul style="list-style-type: none"> <li>✗ Buildings cover</li> <li>✓ Contents cover</li> </ul>	<p>pay up to \$500 towards the additional cost of replacing a fridge, freezer, washing machine or dishwasher with one that has similar features and a better environmental rating if:</p>	<p>Continued next page...</p>

Standard Feature	We will...	But not...
<p>Environmental upgrades – contents (continued...)</p>	<ul style="list-style-type: none"><li>• <i>your</i> claim has been accepted and the item is to be replaced; and</li><li>• <i>you'd</i> like a more environmentally friendly appliance.</li></ul> <p>For example, if <i>your</i> claim to replace <i>your</i> two star energy-rated washing machine is accepted, <i>we'll</i> pay up to an additional \$500 to replace it with a similar one with a better energy rating.</p> <p>The most <i>we'll</i> pay is \$2,500 in total per <i>period of insurance</i>.</p> <p>This Standard Feature is payable in addition to <i>your</i> contents sum insured.</p>	
<div></div> <p>Environmental upgrades – buildings</p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>if:</p> <ul style="list-style-type: none"><li>• <i>your buildings</i> are a <i>total loss</i> and we have agreed to rebuild them; and</li><li>• <i>you'd</i> like to make improvements to <i>your</i> replacement building to make it more environmentally friendly</li></ul>	<p>costs in addition to <i>your</i> buildings sum insured for replacement of items or equipment which was already installed in or on <i>your buildings</i></p>

Standard Feature	We will...	But not...
<p><b>Environmental upgrades – buildings</b> (continued...)</p>	<p>pay up to \$2,500 of the cost to <i>you</i>, after the deduction of any rebate to which <i>you</i> are entitled under any government or council scheme, to purchase and install any of the following:</p> <ul style="list-style-type: none"> <li>• a rainwater tank (including the tank and necessary pump, wiring, foundations, stand and pipes);</li> <li>• a solar power system, solar hot water heating system or photo–voltaic electricity system (including any photo–voltaic or solar panels and necessary water tank, pump, wiring, supporting framework, inverter, electricity meter, ducting and pipes);</li> <li>• a hot water heat exchange system (including the heat exchange system and necessary wiring, stand and pipes); or</li> <li>• a grey water recycling system (including the recycling system, wiring and pipes).</li> </ul> <p>This Standard Feature is payable in addition to <i>your</i> buildings sum insured.</p>	

Standard Feature	We will...	But not...
 <p><b>Data or software</b></p> <ul style="list-style-type: none"><li>✓ Buildings cover</li><li>✓ Contents cover</li></ul>	<p>pay up to \$1,000 to recover or replace data or software stored on a device if it was lost because the device was <i>damaged</i> as a result of the <i>incident</i> at the <i>property address</i></p>	<p>if the data or software:</p> <ul style="list-style-type: none"><li>• was illegally acquired; or</li><li>• can be recovered or replaced free of charge; or</li><li>• is used by <i>you</i> or <i>your family</i> for earning any income</li></ul> <p><b>Note:</b> If <i>you</i> are using <i>your</i> office equipment while <i>you're</i> working from home, we do not consider this to be using the data or software to earn an income.</p>
 <p><b>Monitored alarm attendance – burglary</b></p> <ul style="list-style-type: none"><li>✗ Buildings cover</li><li>✓ Contents cover</li></ul>	<p>pay up to \$1,250 towards the cost of a security firm responding to <i>your</i> monitored alarm signal for burglary or attempted burglary</p> <p><b>Note:</b> As soon as reasonably possible after the burglary or attempted burglary, <i>you</i> must report the <i>incident</i> to the police and provide details of the report to <i>us</i>. See <b>What you must do after an incident</b> for more information.</p> <p>This Standard Feature is only payable once per <i>period of insurance</i>.</p>	<p>for a false alarm</p>


Standard Feature	We will...	But not...
 Emergency services attendance ✓ Buildings cover ✓ Contents cover	pay up to \$500 towards the costs <i>you</i> have to pay government emergency services to attend and protect <i>your</i> property against <i>damage</i> caused by an Insured Event	for false alarms
 Mortgage discharge ✓ Buildings cover ✗ Contents cover	pay up to \$2,000 towards the reasonable legal and administrative costs where <i>you</i> need to discharge the associated mortgage, if <i>your buildings</i> at the <i>property address</i> are a <i>total loss</i>  This is payable in addition to <i>your</i> buildings sum insured.	



### The cover


Unlike the Standard Features in the previous table, *you* can make a claim for the following Standard Features even if the claim is not connected to an *incident* for which a claim has already been accepted. They are payable as part of *your* sum(s) insured. The loss or *damage* must occur during the *period of insurance*.

In some cases, *you* will have to pay an excess when we have agreed to pay one or more of these Standard Features. This is indicated in the table below. Where we state that no excess is payable, this relates only to the Standard Feature. If *you* are also claiming for *damage* where an excess is payable, then *you* will still need to pay an excess for that claim.


For example, if tiles for *your* new kitchen floor are being kept in the back yard and they're the only thing *damaged* during a *storm*, *you* will not have to pay an excess under the Standard Feature **Building materials awaiting installation**. If, however, a claim for *damage* to *your* home caused by the same *storm* has been accepted, *you* will have to pay an excess for that *storm* claim.


Standard Feature	We will...	But not...
 External door and window locks ✓ Buildings cover ✓ Contents cover	<p>pay up to \$2,500 to re-key or replace the locks in <i>your</i> residential <i>building</i> when the keys have been stolen within Australia</p> <p><b>Note:</b> As soon as reasonably possible after the theft <i>you</i> must report it to the police and provide details of the report to us. See <b>What you must do after an incident</b> for more information.</p> <p>No excess is payable for this Standard Feature.</p>	



Standard Feature	We will...	But not...
 <p><b>Food spoilage</b></p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>pay up to \$500 towards the cost of replacing spoiled food and prescribed medicines that must be refrigerated or frozen because of:</p> <ul style="list-style-type: none"> <li>• failure of the electricity supply; or</li> <li>• mechanical or electrical breakdown</li> </ul> <p>This Standard Feature is only payable once per <i>period of insurance</i>.</p> <p>No excess is payable for this Standard Feature.</p>	<p>if the failure of the electricity supply was caused by:</p> <ul style="list-style-type: none"> <li>• an <i>accidental</i> or deliberate switching off of the power supply by <i>you, your family</i> or someone who was on <i>your property</i> with <i>your consent</i> or the consent of <i>your family</i>;</li> <li>• a deliberate act of the power supply authority or company; or</li> <li>• industrial action</li> </ul> <p>if the power supply authority or company agrees to pay <i>you</i> compensation for the spoilage</p>
 <p><b>Forced evacuation by government authority</b></p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>pay the necessary and <i>reasonable additional</i> cost of accommodation and living expenses, for <i>you, your family</i> and <i>your pets</i>, for up to 60 days if a government authority prohibits <i>you</i> from using <i>your home</i> (which is <i>your permanent residence</i>) because of one of the following:</p> <ul style="list-style-type: none"> <li>• <i>damage</i> to a home, residential strata title property, road or street caused by an Insured Event;</li> </ul>	<p>Continued next page...</p>

Standard Feature	We will...	But not...
<p>Forced evacuation by government authority (continued...)</p>	<ul style="list-style-type: none"><li>• a burst water main;</li><li>• a bomb threat or bomb damage;</li><li>• a riot; or</li><li>• emergency services refusing <i>you</i> access to <i>your</i> home or evacuating <i>you</i> for safety reasons due to the immediate threat of physical <i>damage</i> to <i>your</i> property caused by an Insured Event</li></ul> <p>An excess is payable for this Standard Feature.</p>	
<div></div> <p>Cover when you move house</p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>cover <i>damage</i> to <i>your contents</i> at both <i>your</i> current and new permanent homes in Australia for up to 60 days from the day <i>you</i> start moving</p> <p><i>Your contents</i> will be covered at <i>your</i> new permanent residence for <i>damage</i> caused by the Insured Events described in this policy.</p>	



Standard Feature	We will...	But not...
<p>Cover when you move house (continued...)</p>	<p><b>Note:</b> If you would like cover for <i>your contents</i> at <i>your new permanent residence</i> after the 60 days have passed, <i>you must tell us</i>. If we have agreed to provide this cover <i>we'll advise you</i> of any change in premium and if any of the terms of <i>your policy</i> will change.</p> <p>See Tell us when these things change - Changes to your circumstances for more details. In some cases a new policy may be required.</p> <p>An excess is payable for this Standard Feature.</p>	
 <p>Contents in transit to your new residence</p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>cover loss of or <i>damage</i> to <i>your contents</i> in transit in a motor vehicle from <i>your property address</i> to:</p> <ul style="list-style-type: none"> <li>• <i>your new, permanent residence</i>; or</li> <li>• a commercial storage facility where they will be stored temporarily before being transported to <i>your new, permanent residence</i>;</li> </ul> <p>in Australia, caused by:</p> <ul style="list-style-type: none"> <li>• fire in or on the conveying vehicle;</li> </ul>	<p><i>damage</i> to china, ceramics, glass, pottery or any other item of a brittle nature</p> <p>damage that is limited to scratching, denting, bruising or chipping</p> <p><i>damage to your contents</i>:</p> <ul style="list-style-type: none"> <li>• any time they are not contained within the conveying vehicle; or</li> <li>• whilst they are in storage</li> </ul> <p>Continued next page...</p>

Standard Feature	We will...	But not...
<p><b>Contents in transit to your new residence</b> (continued...)</p>	<ul style="list-style-type: none"> <li>• theft when there is forcible entry into the conveying vehicle: <ul style="list-style-type: none"> <li>◦ involving actual or threatened violence to a person; or</li> <li>◦ that causes damage to the vehicle;</li> </ul> </li> <li>• collision and/or overturning of the conveying vehicle; or</li> <li>• flooding of the conveying vehicle</li> </ul> <p>An excess is payable for this Standard Feature.</p>	
 <p><b>Contents included in the purchase of your new residence</b></p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>pay up to \$20,000 to cover carpets, curtains, internal blinds and other <i>contents</i> items included in the contract for the purchase of a property which will become <i>your</i> permanent residence.</p> <p>The cover will start from the date <i>you</i> become responsible for <i>damage</i> to the new property, and will end:</p> <ul style="list-style-type: none"> <li>• on the date <i>you</i> move into it; or</li> <li>• after 42 days,</li> </ul> <p>whichever is earlier.</p>	

Standard Feature	We will...	But not...
<p><b>Contents included in the purchase of your new residence</b> (continued...)</p>	<p>The items will be covered for <i>damage</i> caused by the Insured Events described in this policy.</p> <p>An excess is payable for this Standard Feature.</p>	
 <p><b>Building materials awaiting installation</b></p> <p>✓ Buildings cover ✗ Contents cover</p>	<p>pay up to \$2,000 towards the cost of loss or <i>damage</i> caused by one of the Insured Events to:</p> <ul style="list-style-type: none"> <li>• building materials awaiting installation and which <i>you</i> intend to use for repairs, alterations or additions at <i>your property address</i>; and</li> <li>• gas or electrical appliances intended to become <i>fixtures</i></li> </ul> <p>We'll only pay this benefit once in the <i>period of insurance</i>.</p> <p>No excess is payable for this Standard Feature.</p>	<p>loss of or <i>damage</i> to:</p> <ul style="list-style-type: none"> <li>• soil, sand, gravel, bark, mulch or similar materials; or</li> <li>• gas or electrical appliances, unless they're in a locked and fully enclosed building at <i>your property address</i></li> </ul>
 <p><b>Damage by emergency services</b></p> <p>✓ Buildings cover ✓ Contents cover</p>	<p>cover <i>damage</i> at the <i>property address</i> caused by government emergency services in the execution of their duty</p> <p>No excess is payable for this Standard Feature.</p>	<p>if the <i>damage</i> arises from or is in connection with activities of emergency services in relation to suspected or actual criminal conduct by <i>you</i>, <i>your family</i> or someone with the consent of <i>you</i> or <i>your family</i></p>

## Options you can add to your policy

### Accidental Damage option

If we agree, you can choose to add the Accidental Damage option for an additional premium. This cover applies to *accidental* loss or *damage* occurring at the *property* address during the *period of insurance*.

This covers *you* for things like: if *you* have buildings cover, where *you* lose control of a loaded wheelbarrow and it crashes into *your* garage door and if *you* have contents cover, where *your* friend's child who's visiting *accidentally* smashes *your* television screen with a ball.

If you have the Accidental Damage option, you are covered for some things that wouldn't be covered under the following Insured Events: **Fire, Theft or burglary, Accidental breakage of glass or sanitary fixtures and Storm, storm surge, rain, hail or flood.** See these Insured Events for details of this additional cover.

Whether we agree to provide the Accidental Damage option will depend on *our* underwriting rules and processes at the time. If the option has been added to your policy, it will be shown on *your Certificate of Insurance*.

If you choose to add the option during the *period of insurance*, it will only apply:

- once you've paid us the additional premium or, if you're paying in instalments by direct debit, the instalments have been adjusted to reflect the additional premium; and
- from the effective date shown on *your Certificate of Insurance*.

Cover type	What you're covered for	What you're not covered for
If you have buildings cover	<p>We'll cover <i>accidental damage</i> to your buildings, including <i>damage</i> caused by <i>power surge</i> confirmed by an appropriately qualified contractor</p> <div><p>If you think you may have a claim for <i>power surge</i>, please call 13 70 11 before you contact anyone to make repairs.</p></div> <p>You are also covered for some things that wouldn't be covered under the Insured Event Fire. See the Insured Event for details of this additional cover.</p>	<p><i>damage</i> caused by anything excluded under any section of your policy, including:</p> <ul style="list-style-type: none"><li>• anything in the 'We won't cover' column of the Insured Events table, except where specifically noted as being covered under the Accidental Damage option:<ul style="list-style-type: none"><li>◦ if you have buildings cover, see the Insured Event Fire;</li><li>◦ if you have contents cover, see the Insured Events Fire, Theft or burglary, Accidental breakage of glass or sanitary fixtures and Storm, storm surge, rain, hail or flood</li></ul></li><li>• anything in the 'But not...' column of the Standard Features tables; and</li><li>• the General Exclusions.</li></ul>
If you have contents cover	<p>We'll cover:</p> <ul style="list-style-type: none"><li>• <i>accidental damage</i> to your contents, including <i>damage</i> caused by <i>power surge</i> confirmed by an appropriately qualified contractor; and</li></ul> <div><p>If you think you may have a claim for <i>power surge</i>, please call 13 70 11 before you contact anyone to make repairs.</p></div>	

Continued next page...

Cover type	What you're covered for	What you're not covered for
<b>If you have contents cover</b> (continued...)	<ul style="list-style-type: none"><li>• <i>accidental</i> loss of <i>your contents</i> that can't be recovered after <i>you</i> have taken reasonable steps to try to find or recover them.</li></ul> <p>You are also covered for some things that wouldn't be covered under the following Insured Events: <b>Fire, Theft or burglary, Accidental breakage of glass or sanitary fixtures and Storm, storm surge, rain, hail or flood.</b> See these Insured Events for details of this additional cover.</p>	<p>If <i>you</i> have contents cover, <i>damage</i> to any of the following items while being used:</p> <ul style="list-style-type: none"><li>• power driven items;</li><li>• <i>sporting equipment</i>;</li><li>• items used by <i>you</i> or <i>your family</i> for earning any income;</li><li>• <i>bicycles</i>;</li><li>• <i>personal mobility devices</i>;</li><li>• watercraft; and</li><li>• <i>model aircraft or drones</i>.</li></ul>

### Portable Contents option

The Portable Contents option covers personal items that are designed to be used, worn or carried away from home. Under this option, we only cover items that:

- fit into a Portable Contents category. See the following **Category** list; and
- would be covered as *contents*. See **What do we mean by contents?** in Definitions.

You can choose to add the Portable Contents option for an additional premium if:

- *you* have contents cover; and
- the *property address* is the place of *your* permanent residence; and
- we have agreed to provide the Portable Contents option.

The Portable Contents option is not available for holiday homes.

Whether we agree to provide the option will depend on *our* underwriting rules and processes at the time. If the Portable Contents option has been added to *your* policy, it will be shown on *your Certificate of Insurance*.

## Portable Contents option (continued...)

If *you* choose to add the option during the *period of insurance*, it will only apply:

- once *you've* paid *us* the additional premium or, if *you're* paying in instalments by direct debit, the instalments have been adjusted to reflect the additional premium; and
- from the effective date shown on *your Certificate of Insurance*.

Under this option *you* can choose 'Portable Contents – Categories' cover, Specified Portable Contents or both.

*You* can choose 'Portable Contents – Categories' cover for the categories listed below. *You* can choose the amount of cover *you* need – we call this *your* 'Category limit'. The Category limit shown on *your Certificate of Insurance* is the maximum we will pay in total for all items in that category which are lost or *damaged* in any one *incident*.

### Category

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Mobile phones

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*Jewellery* and watches – does not include smart watches

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Portable electronic devices – includes things like GPSs, smart watches, tablets and laptops (but excludes mobile phones)

---

*Bicycles* and *personal mobility devices* – includes their equipment and accessories

---

Recreational, hobby items or clothing – includes things like *sporting equipment*, musical instruments, camping gear, and accessories normally worn or carried such as sunglasses and handbags

---

*Medical or health items* – includes things like hearing aids (but not hearing implants), prescription spectacles or *mobility scooters* but does not include any medical equipment or apparatus that requires specialised fitting, customisation or modification by a medical professional, is custom made for *you*, or requires operation or supervision by a medical professional while in use. It also does not include drugs or other prescribed medication. See the definition of '*medical or health items*' for further details.

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*Collections*

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Continued next page...

## Portable Contents option (continued...)

If *you* would like a Category limit which is more than the amount we would accept, *we'll* tell *you* and *you* can tell *us* about the items and the amount *you* want them covered for. If we have agreed to cover them, they'll be shown as Specified Portable Contents on *your Certificate of Insurance*.

## What you're covered for

*We'll* cover *your Portable Contents* for:

- *accidental damage*; and
- *accidental* loss, including theft, occurring during the *period of insurance*.

## Where you're covered

*Your Portable Contents* are covered:

- anywhere in Australia (including at *your property address*) and New Zealand; and
- for up to 90 consecutive days at a time anywhere else in the world.

## What you're not covered for

*We* will not cover:

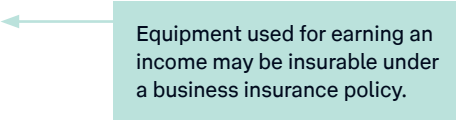
- items which would not be covered as *contents* such as business stock, motor vehicle keys, a motorcycle that is required by law to be registered, or a drone that falls outside the 'model aircraft or drone' definition (for example *you* cannot insure a drone under this policy if it cost more than \$1,500 when new). See **What do we mean by contents?** in Definitions;
- items that do not fit into a Portable Contents category such as:
  - cash or bullion; or
  - items that are not designed to be removed from *your property address* (such as individual works of art, televisions, vacuum cleaners, and lawn mowers).

See the **Category** list on the previous page;

- items in transit through post, commercial courier or any similar service;
- items permanently removed from *your property address* (other than *sporting equipment* when it is in locked storage at a sporting facility such as a gym or sports club);



## What you're not covered for (continued...)

- Specified Portable Contents items being taken to *your* new permanent residence by anyone other than *you* or *your family*, such as a removalist;
- items used by *you* or *your family* for earning any income; 
- theft of an *unattended* watercraft in a public place;
- theft of a *bicycle* or *personal mobility device* that is *unattended* in a public place, unless *you* secured it with a padlock chain, cable or D-lock to a fixed object, bicycle rack or a motor vehicle carry rack;
- theft of a *personal mobility device* battery when the device itself isn't stolen;
- loss of or *damage* to *bicycles* or *personal mobility devices* while they are being used for any competition including racing, pace-making, hill climb or time trials;
- damage to *personal mobility devices* caused by rainwater getting into the battery, motor or electrics;
- the wheels, tyres or rims of *bicycles* or *personal mobility devices* if they are *damaged* whilst being ridden;
- any of the following while being used:
  - *sporting equipment*;
  - watercraft; or
  - *model aircraft* or *drones*;
- motorcycles;
- motorcycle apparel being worn whilst *you* are on *your* motorcycle; or
- anything excluded under **General Exclusions**.

## Legal liability

In this legal liability section only, the following words and terms appear in *italics* and have these special meanings:

‘you’ or ‘your’ means the *insured*, and any *family* members who normally reside at the *property address*.

‘damage to property’ means physical loss, destruction or damage to physical property belonging to someone other than *you*, including the loss of its use.

‘personal injury’ means physical, mental or psychological harm including disease or disability, suffered by someone other than *you*, and/or death.

‘*occurrence*’ means an event, including continuous or repeated exposure to substantially the same general conditions which results in *personal injury* or *damage to property*. We regard all *personal injury* or *damage to property* arising from one original source or cause as arising from one *occurrence*.

### If you have buildings cover

We’ll cover *your* legal liability as an owner or occupier for:

- *personal injury*; and
- *damage to property*,

arising from an *occurrence* during the *period of insurance* at *your property address*.

For example, *you* may be found liable to pay compensation when a guest falls and is injured when visiting *your* home.

### If you have contents cover

We’ll cover *your* legal liability anywhere in the world for:

- *personal injury*; and
- *damage to property*,

arising from an *occurrence* during the *period of insurance* anywhere in the world, other than at the *property address*.

For example, *you* may be found liable to pay compensation if *you* have an accident while riding *your bicycle* and injure someone, or *your* dog escapes from the *property address* and bites someone.

## Standard Features applicable to legal liability cover

Standard Feature	We will...	But not...
<p>Legal liability extension if your buildings are a total loss</p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>continue to cover <i>your</i> legal liability in relation to the <i>property address</i> if <i>your buildings</i> are a total loss:</p> <ul style="list-style-type: none"> <li>• until the original expiry date of the policy; or</li> <li>• for up to six months from the date of the <i>occurrence</i>,</li> </ul> <p>whichever happens later.</p> <p>However, legal liability cover will end immediately during this period if:</p> <ul style="list-style-type: none"> <li>• any construction commences at the <i>property address</i>;</li> <li>• the land at the <i>property address</i> or any part of it is sold;</li> <li>• another policy that includes similar liability cover is taken out in relation to the property; or</li> <li>• the construction of a home to replace the insured home commences at another address.</li> </ul>	

Standard Feature	We will...	But not...
<p>Supplementary vehicle liability cover</p> <p>(For certain situations where compulsory third party injury insurance cover (such as CTP) doesn't apply)</p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>cover <i>your</i> legal liability for:</p> <ul style="list-style-type: none"> <li>• <i>personal injury</i>; and</li> <li>• <i>damage to property</i> caused by an <i>occurrence</i> arising from the ownership, possession or use of:</li> </ul> <ul style="list-style-type: none"> <li>• <i>personal mobility devices and mobility scooters</i> (including electric wheelchairs);</li> <li>• a domestic trailer not attached to a vehicle;</li> <li>• the following vehicles if they're not required by law to be registered: <ul style="list-style-type: none"> <li>◦ battery powered children's toys;</li> <li>◦ domestic garden appliances such as ride on mowers; or</li> <li>◦ golf buggies,</li> </ul> </li> </ul> <p>during the <i>period of insurance</i>.</p> <p>cover <i>your</i> legal liability for personal injury caused:</p> <ul style="list-style-type: none"> <li>• solely as a result of <i>you</i> being a passenger in a registered vehicle; or</li> <li>• by a registered vehicle if the <i>occurrence</i> causing the personal injury takes place at <i>your property address</i>,</li> </ul>	<p>any liability if <i>you</i> are entitled to be covered wholly or partly by any compulsory statutory insurance (such as CTP) or accident compensation scheme, or would have been had it not been for a failure to:</p> <ul style="list-style-type: none"> <li>• register the vehicle; or</li> <li>• comply with applicable rules</li> </ul> <p>any liability if <i>you</i> are entitled to be covered wholly or partly by any other insurance that was not entered into by <i>you</i></p> <p>any liability if <i>you</i> are using a vehicle illegally. This includes when <i>you</i> are using or being a passenger in a vehicle:</p> <ul style="list-style-type: none"> <li>• away from <i>your property address</i>, and the vehicle can't be registered in <i>your</i> state or territory because of its characteristics, such as maximum speed, weight or vehicle type;</li> <li>• either at or away from <i>your property address</i>, and the vehicle does not meet legally required safety standards and features</li> </ul>

Standard Feature	We will...	But not...
<b>Supplementary vehicle liability cover</b> (continued...)	during the <i>period of insurance</i> .  This Standard Feature is payable as part of <i>your</i> limit of legal liability.	

## What you're not covered for under legal liability

We don't cover legal liability for:

- *personal injury* to:
  - *you*; or
  - anyone employed by *you* if the *personal injury* arises out of their employment; or
- *damage to property* owned by *you* or *your employees*.

We don't cover:

- fines, penalties, or punitive, aggravated, multiple or exemplary damages (including interest and cost);
- claims that could be made under any workers' compensation legislation, industrial award or agreement, or statutory accident compensation scheme;
- legal liability under the terms of a contract or agreement *you* enter into. However, we will cover *your* legal liability if *you* would have been liable at law, without the contract or agreement;
- loss or legal liability caused by or arising from any pregnancy; or
- anything that is excluded by the **General Exclusions**.

We won't cover loss, *damage* or legal liability caused by, arising from or in connection with:

- the transmission of a disease by *you*;
- the actual or alleged use or presence of asbestos;
- any gradual contamination or pollution of the land, air or water;
- *your* declared dangerous dogs or menacing dogs;
- email, malicious software of any kind, web sites or services;
- destruction of or damage to property by any government or public or local authority;

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## What you're not covered for under legal liability (continued...)

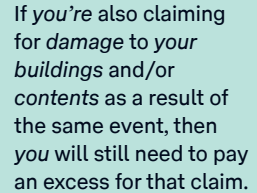
- the ownership of any land, *buildings* or permanent structures other than at the *property address*. If you have insured *your contents* only, then you are not covered for any legal liability arising from the ownership of any land, *buildings* or permanent structures;
- breach of copyright or an act of libel, slander, defamation, malicious falsehood or assault;
- reckless, deliberately harmful or damaging acts by you or a person with your consent unless the action was reasonable and necessary to prevent or reduce loss or damage to property or injury to persons;
- vibration of land, buildings or other property;
- the weakening of, removal of, or interference with support to land, buildings or other property;
- building work, or construction or demolition of a building at the *property address*, if the commercial value of the work exceeds:
  - \$50,000 where you're the owner builder; or
  - \$100,000 where a registered builder or contractor is doing the work;
- the conduct of any activity carried on by you for reward except for:
  - babysitting on a casual basis where you do not need to be registered to do it; or
  - a domestic garage sale; or
- the ownership, possession, or use of any:
  - aerial device or aircraft (except kites or *model aircraft* or *drones*);
  - aircraft landing area;
  - hovercraft;
  - motorised vehicle, motorcycle, motor scooter, caravan or trailer other than under the cover given by the Standard Feature **Supplementary vehicle liability cover**; or
  - boat exceeding four metres in length (except kayaks, canoes, surfboards, surf skis or sailboards not longer than eight metres) or motorised watercraft in excess of 10 horsepower.

## The most we'll pay

The most we'll pay for *your* legal liability arising from any one *occurrence* or series of related *occurrences* is \$30 million. This includes GST and any legal costs of investigating, defending or settling the claim that we first approve.

**Note:** We have the right to appoint *our* lawyers to represent *you*. See **Claims administration, going to court, recovery action and legal liability claims**.

No excess applies for legal liability claims.



If you're also claiming for *damage* to your *buildings* and/or *contents* as a result of the same event, then you will still need to pay an excess for that claim.



# General Exclusions

## Intentional, reckless or fraudulent acts

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, that is caused by, or arises from or in connection with, any intentional, reckless or fraudulent acts or omissions by:

- *you* or *your family*;
- anyone acting with the express or implied consent of *you* or *your family*; or
- anyone who owns the *buildings* or *contents* insured under this policy to any extent.

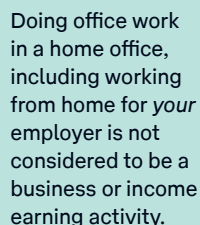
## Illegal activity

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, that is caused by, or arises from or in connection with, any illegal activity *you* or *your family* are involved in, including but not limited to:

- *you* or *your family* illegally keeping explosives, flammable or combustible substances at the *property address*;
- hazardous materials if they are not stored, used or disposed of legally and in accordance with the manufacturer's directions;
- weapons, firearms and ammunition if they are not stored and used legally;
- *model aircraft* or *drones* being used illegally or in breach of any law, regulation, rule, legal or safety requirement of the Civil Aviation Safety Authority (CASA), other government authority, local council or club; and
- the illegal supply of drugs or alcohol.

## Business activities at the property address

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, that is caused by or arises from any business or income earning activities being conducted at the *property address*. This exclusion does not apply if the activity is just the use of an office taking up less than 20% of the home building.



Doing office work in a home office, including working from home for *your* employer is not considered to be a business or income earning activity.



## Reasonable actions and precautions

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, to the extent that it is caused by or arises from *you* or *your family*:

- not taking reasonable care to protect and maintain the insured property;
- not taking reasonable steps to minimise the cost of any claim under *your* policy; or
- not complying with all laws relating to the safety of a person or property.

## Condition of your home

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability caused by or arising from:

- *your* failure to fix:
  - a defect;
  - a structural fault;
  - a design fault; or
  - faulty workmanship,
 as soon as is reasonable after *you* become aware of it, or a reasonable person in the circumstances would have become aware of it;
- *your* failure to fix damage that existed prior to the *incident* or *occurrence* as soon as is reasonable after *you* become aware of the damage, or a reasonable person in the circumstances would have become aware of it;
- *your* home not being structurally sound, watertight, secure, well maintained and in a good state of repair, for example where:
  - gutters overflow and cause water *damage* due to a build-up of leaves or other debris;
  - wind, rain or hail enter the *buildings* due to part of the roof being rusted through.

However, this **Condition of your home** exclusion applies only to the extent that the relevant claim or loss, *damage*, injury or death, cost or legal liability is caused by, arises from or is made worse by one or more of the above circumstances, and *you* knew or a reasonable person in the circumstances would have known that the relevant condition of the home may cause, give rise to or make worse the claim or loss, *damage*, injury or death, cost or legal liability.

## Condition of your home (continued...)

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability caused by or arising from renovations, alterations, additions or repairs undertaken or authorised by *you*, where *you* were aware or a reasonable person in the circumstances would have been aware that the work did not comply with building laws or regulations.

There is no cover under any section of *your* policy for any:

- wear and tear, depreciation, rust, oxidisation, corrosion, fading;
- defect, structural fault, design fault or faulty workmanship;
- rising damp, seepage, mould, mildew, rot; or
- gradual deterioration due to action of light, air, sand, sea salt, water, or atmospheric or climatic conditions.

For example, the gradual weathering of brick, mortar or concrete or the breakdown of grouting or tile adhesive over time.

## Construction works

There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, that is caused by or arises from *buildings* under construction or undergoing renovations, alterations, additions or repairs that:

- involve removal of any part of the roof or an external wall; or
- impact the structure of a building such as removing or changing supporting walls, underpinning, foundations or piers.

If *you* are removing the roof (except if the roof is fully reinstated within 24 hours of the commencement of its removal), or removing or changing supporting walls, underpinning, foundations or piers in a residential building at the *property address*, we will cancel *your* policy and return any unused premium to *you*.

## Loss or damage indirectly related to your claim


This policy only covers claims, losses and costs directly related to *damage* from an Insured Event (such as the costs of repair or replacement) unless additional cover is specifically stated. Any other claims, losses and costs that are not directly related to *damage* from an Insured Event are not covered, such as but not limited to:

- additional travel costs because *your* home is *unliveable* due to an *incident*;
- any decrease in the value of *your* land;
- any diminished value of *your* property after it's been repaired;
- any intangible losses including intellectual or sentimental value;
- the cost of hiring a replacement machine or appliance;
- loss of income, loss of profits or costs arising from any business interruption;
- medical expenses; or
- compensation for *your* or *your family's* stress or anxiety, inconvenience or loss of time.

However, if the claim is covered under **Legal liability**, and *you* are ordered by a court or required by a settlement made in accordance with this policy to pay for a third party's indirect losses, we will cover those indirect losses.

## Other loss or damage

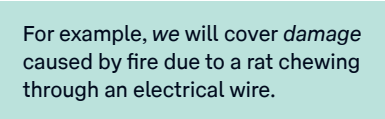
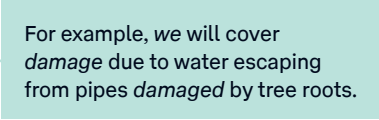
There is no cover under any section of *your* policy for any claim, loss, cost, *damage*, injury, death or legal liability, that is caused by or arises from:

- an event occurring outside the *period of insurance*;
- *action of the sea*;
- *earth movement* except for landslide or subsidence where it occurs within 72 hours of, and as a direct result of, the following Insured Events:
  - Storm, storm surge, rain, hail or flood;
  - Escape of water or other liquid damage;
  - Earthquake or tsunami; or
  - Explosion;
- hydrostatic pressure; 
- a *power surge* unless it's caused by lightning or *you* have chosen to add the Accidental Damage option;

For example, if *you* empty *your* swimming pool or spa, the pressure exerted on it by water in the surrounding ground due to heavy rain, can cause it to move, warp or lift out of the ground.

Continued next page...

## Other loss or damage (continued...)

- mechanical, electronic or electrical breakdown other than under the Insured Event **Burnout of electric motors**, however, we will cover resultant *damage* to the extent it's covered under the Standard Feature **Food spoilage** or the Insured Event **Fire**;
- insects, vermin or rodents, however, we will cover resultant *damage* to the extent it's covered under the Insured Events **Fire** or **Escape of water or other liquid**;  

- roots of trees, plants or shrubs, however, we will cover resultant *damage* to the extent it's covered under the Insured Event **Escape of water or other liquid**;  

- a process of cleaning by *you* or *your family*:
  - using any chemicals other than domestic household chemicals. (Domestic household chemicals include products that can be purchased from a supermarket or department store); or
  - where domestic household chemicals have been used but not in accordance with the manufacturer's directions for use;
- any contagious or communicable disease;
- or in connection with:
  - an unauthorised or malicious act, software, coding or instructions;
  - a threat, hoax, scam or fraud;
  - programming or operator error; or
  - outage,affecting the use, integrity, security, operation, storage of, or access to, data, information, a computer, system, device, appliance, equipment, software, hardware, backup facility or a component of or attachment to any of these, regardless of time or place.

Examples of what are not covered under *your* policy:

- loss, *damage*, destruction, distortion, erasure, corruption or alteration of, or loss of access to, or interference with, data on a computer or access to an internet service, due to malicious software or a cyber-attack, including but not limited to viruses, worms, Trojan Horses, back doors, logic bombs, trap doors, denials of service, ransomware or any computer hacking;

## Other loss or damage (continued...)

- unauthorised access to or copying of personal information via the internet or mobile phone network;
- unauthorised access to, or interference with the operation of, an appliance or device via the internet, Wi-Fi or Bluetooth;
- unauthorised access to *your* computer or device provided by means of a scam, or connection of a storage or other device affected by malicious software.

However, *you* will still have cover for physical *damage* to *your* property insured under *your* policy caused by an Insured Event such as **Fire**;

- fees payable in relation to:
  - repairing or rebuilding any part of *your buildings* where *you* were aware or a reasonable person in the circumstances would have been aware that they were illegally constructed. (*You* will be considered ‘aware’ if the illegal construction has been identified in any report received by *you* or as a result of any enquiries made by *you*, for example during the course of the purchase or conveyance of the property); or
  - a notice served on *you* by a statutory authority before the *incident* took place;
- boarders, tenants or paying guests residing at the *property address*; or
- changes in a right, title or interest in *your* property, for example due to a transfer, agreement or adverse possession.

This policy is not designed to cover properties rented out wholly or in part to boarders, tenants or paying guests.

There is no cover under any section of *your* policy for any:

- *damage* covered under a manufacturer’s or a supplier’s guarantee or warranty (whether express or implied by law); or
- *damage* to *your* property while it’s being cleaned, repaired, restored or altered by someone other than *you* or *your family*.

## Operation of law, war, nuclear material or terrorism

There is no cover under any section of *your* policy for any claims, loss, cost, *damage*, injury, death or legal liability, that is caused by, or arises from or in connection with:

- compulsory acquisition, lawful seizure, confiscation, nationalisation, requisition, repossession or other similar operation of law;
- invasion, acts of foreign enemies, hostilities, war or war-like operations (whether war be declared or not), or civil war;
- mutiny, civil commotion assuming the proportions of, or amounting to, a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power;
- a nuclear weapon, the use, existence or escape of nuclear fuel, waste, radiation or material, or nuclear fission or fusion;
- any act of *terrorism* involving biological, chemical, nuclear or radioactive pollution, contamination or explosion.

## Sanctions limitation and exclusion

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that to do so may expose *us* to any sanction, prohibition or restriction under United Nations resolutions or any applicable trade or economic sanctions, laws or regulations of any country.

## Laws impacting cover

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy, to the extent that it is unlawful for *us* to do so.

## Multiple causes

Where loss, *damage*, injury or death has two or more causes and at least one of those causes is excluded by this policy, *we* will not provide any cover, pay any claim or provide any benefit under this policy.



# Claims

This section explains *our* claims process. For examples of how we pay claims under this policy, read the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by *us*.

We handle many home insurance claims every day. We know that some of *our* customers face difficult circumstances when making a claim on their home insurance policy. In some cases, *your* circumstances might prevent *you* from strictly complying with policy terms and conditions. For example, if *you* are badly injured in an *incident* that

also results in a claim under this policy, then *you* may not be able to provide the assistance we normally need to process *your* claim. If this applies to *you*, then *you* or *your family* should speak to *us* about *your* situation. We will consider *your* situation and see how we can help *you*.

If relevant, please see *our* Financial Hardship and/or Family and Domestic Violence Customer Support policies available at [qbe.com/au](https://qbe.com/au)

*You* can ask *us* if *your* policy covers a particular loss before *you* actually make a claim.

## What you must do after an incident

As soon as reasonably possible after an *incident* *you* must:

- take reasonable steps to:
  - prevent further loss or *damage* to *your* property and keep it secure;
  - get the full name and address of each person involved; and
- report the *incident* to police if something was lost, stolen or deliberately *damaged* and provide details of the report to *us*. We may need the police report number to process *your* claim or *our* recovery action if there is a third party who is liable for *your* loss.

As soon as *you* can after the *incident*, call 13 70 11 to make *your* claim, or lodge it online at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) If the situation requires urgent attention, please call *us*. We're available 24 hours, seven days a week.

If, as a result of an *incident*, *you* are in urgent financial need of the benefits *you're* entitled to under *your* policy, please call *us* as soon as possible to see how we can assist *you*.

## What you must not do after an incident

We reserve the right to reduce *your* claim payment if *your* actions after an *incident* increase the loss or liability. If *your* actions prevent *us* from recovering a claim payment from another person who would be liable to *you* for a loss or liability that *you* suffer, then we may refuse to pay *your* claim. To avoid *your* claim being delayed, reduced or refused *you* must not:

- admit fault or liability, except in a court or to police. Call *us* if *you* would like guidance;
- offer or negotiate to settle a claim against *you*;
- unnecessarily delay notifying *us* of the *incident*;
- enter into any agreement with anyone else which could limit the amount that could be recovered from them;
- agree not to seek compensation from any person liable to compensate *you*;
- authorise repairs without *our* consent, other than as covered in the Standard Feature **Emergency temporary repairs**. If *you* do, we may not cover them; or
- dispose of *damaged* items unless we've first agreed to this. This is so we can establish the cause or extent of the *damage* to quickly and accurately assess *your* claim. Call **13 70 11** if *you* would like guidance including where there is hazardous material present.

See Preventing our right of recovery.

## Cooperating with us

*You* must provide reasonable assistance to *us*, including:

- being truthful and frank at all times;
- providing *us* with relevant information and documents we ask for, such as proof of purchase or repair quotes, if needed;
- telling *us* as soon as reasonably possible if *you*'ve been contacted by someone about an *incident*, such as another insurer or a third party's lawyer;
- attending one or more interviews about the claim if we ask *you* to;
- appearing in court, giving evidence or providing a formal statement, if needed;
- making *your* property available for *us* to inspect or examine; and
- responding to *our* requests as soon as reasonably possible.



## Cooperating with us (continued...)

If *you* don't cooperate in any of these ways, it may delay *your* claim, or we may reduce or refuse to pay *your* claim.

At all times *you* must refrain from behaving in a way that's improper, hostile or threatening towards *us*, *our* representatives, *our* suppliers or third parties involved in an *incident*. Such behaviour may result in *our* not inviting *you* to renew *your* policy when it expires.

## Contribution and other insurance

When making a claim, *you* must notify us of any other insurance that *you're* aware will or may, whether in whole or in part, cover any loss insured under *your* policy.

If at the time of any loss, *damage* or liability there's any other insurance (whether issued to *you* or any other person) which covers the same loss, *damage* or liability *you* must provide *us* with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

## Salvage

If we pay a claim by replacing or paying to replace any items or materials, we're entitled to obtain and retain any items or materials salvaged or recovered. We may sell the items or materials and keep the proceeds. If *you* ask *us*, we may agree to sell the items or materials to *you*, provided *you* agree to pay the fair market value. This is the price we could get if we sold the items or materials to someone else who is willing and able to buy them. If there is no market for the items or materials, then we will base the amount on enquiries made to appropriately experienced or qualified third party professionals.

## What happens to your buildings and/or contents sum(s) insured after a partial loss?

Following payment of a claim, other than for a *total loss* claim, *your* sum(s) insured will remain unchanged unless *you* request otherwise.

## What happens after a total loss?

### Buildings and/or contents

Cover ends when *your* claim has been accepted. However, *we'll* still pay for the following Standard Features if they apply to *your* cover, they are directly connected to the *total loss* and they continue to be relevant:

- Temporary accommodation costs
- Temporary storage of contents
- Environmental upgrade – buildings
- Environmental upgrade – contents
- Mortgage discharge
- Improved security

If *you* have buildings cover, *we* may continue to cover *your* legal liability in relation to the *property address* for a limited period. See the legal liability Standard Feature **Legal liability extension if your buildings are a total loss** for details.

### Specified Contents and Specified Portable Contents

Cover ends for the item when *your* claim has been accepted.

### Portable Contents – Categories

Cover ends for the category when *your* claim has been accepted and *we* pay the full category limit to repair or replace the item(s).

If *you* want to insure any replacement items or reinstate a category limit, then *you* will need to ask *us*. If *we* agree and *you* pay the additional premium, it will be shown on *your Certificate of Insurance*.

### Your premium after a total loss

If *you* paid *your* premium annually there is no premium refund.

If *you* paid in instalments – *you* will still need to pay the total of any remaining premium instalments for the *period of insurance*. If *your* policy comes to an end, depending on how *we* settle *your* claim, *we* will either deduct the total of all remaining instalments from *your* claim settlement or *we* will ask *you* to pay the total to *us*.

The total premium is payable and non-refundable because *you* have received the benefit of the cover *we* provide under the policy.

## Lender's rights

If we're settling *your* claim by paying *you* (instead of paying *our* repairer or other service providers), and *you* have used all or part of *your buildings* or *contents* as security for a loan from a lender, we reserve the right to pay all or part of the payment to the lender.

The amount we pay to the lender will be the lesser of:

- the amount owing to them (with any balance paid to *you*); or
- the amount we have agreed to pay in settlement of the secured property.

A payment made to a lender will satisfy *our* obligation to *you* for the amount paid.

For more information about other interests in *your* policy, see **Interests in the policy**.

## Claim payments and GST

We pay claims inclusive of GST unless the owner of the property is a business which is, or needs to be, registered for GST. In that case, we'll reduce the amount we pay to settle the claim by the Input Tax Credit amount to which they are, or would be, entitled. If they fail to disclose or understate their entitlement, they may be liable for GST on a claim we pay.

There may be other taxation implications affecting *you*, depending upon *your* own circumstances. We recommend *you* seek professional advice.

Unless we say otherwise, all amounts in *your* policy are inclusive of GST.

## Claims administration, going to court, recovery action and legal liability claims

If *you* suffer loss or *damage* due to an *incident* for which someone else is responsible, *you* may have a legal right to recover some or all of the loss or *damage* from that person, including by taking legal action against them. When we pay a claim under *your* policy, we have the right to exercise *your* legal rights in *your* name against the person responsible for the loss or *damage*. We'll take full control of the administration, conduct or settlement of the recovery, including any legal defence.

When we do any of these things in *your* name, it will be at *our* expense, however *you'll* need to give *us* reasonable assistance. This may include following *our* directions in relation to the conduct of any legal proceedings even after a claim has been paid. *You* must not enter into any agreement with anyone else which could limit the amount that could be recovered, including joining class action proceedings, without *our* permission.

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## Claims administration, going to court, recovery action and legal liability claims (continued...)

When we pay a claim and some of *your* loss isn't covered by *your* policy, we may offer to try to recover that loss for *you* when we take any steps to recover the covered loss. *We* can only do so if *you* agree to give *us* documents and statements that support *your* loss and agree with *us* on how *we'll* handle that recovery. *You* may also need to contribute to the associated costs if, to recover the loss for *you*, *we* need to take additional steps that *we* wouldn't otherwise need to take.

If *we* successfully recover more than *we* paid for *your* claim under *your* policy, *we* will first keep the amount *we* paid for *your* claim and the amounts *we* paid in administrative and legal costs spent towards making the recovery. If there is any amount remaining after this, *we* will pay *you* the remainder to compensate *you* for loss that was not insured. Finally, *we* will keep any remaining amounts.

If *you've* received a benefit under *your* policy that *you* were not entitled to, *we* reserve the right to recover from *you* the amount *we* have paid. If *we* decline a claim for fraud, *we* reserve the right to recover any amounts *we* paid to *you* under the policy as well as *our* reasonable administration, investigation and legal costs from anyone at fault in relation to the fraud.

When *we* cover *you* for a legal liability claim, *we* may:

- arrange for a lawyer to represent *you* or *we* may act on *your* behalf;
- attempt to settle the claim; and/or
- defend the claim.

*We* will decide whether to defend or settle the claim and how much to pay to settle the claim.

## Preventing our right of recovery

If *you've* agreed with or told someone who caused *you* loss, *damage* or liability covered by *your* policy that *you* won't hold them responsible then, to the extent *we've* been prejudiced by this act, *we* won't cover *you* for that loss, *damage* or liability.

## Providing proof of ownership and value

In some cases we will ask *you* for proof that *you* owned the items *you're* claiming for and for documents or other information to assist *us* in assessing their value. Whether we ask for proof and, if we do, the types of documents we ask for, may depend on the situation. So that *your* claim can be assessed, make sure *you* keep things like:

- receipts or tax invoices;
- credit card or bank statements;
- guarantee or warranty certificates;
- valuation certificates for *jewellery, collections* and *artworks*;
- photographs or video film of the item(s) in *your* home or being worn by *you*.

If, however, *your* proof of ownership was destroyed in a fire, we may accept other evidence of ownership.

If, after reviewing all the evidence about *your* claim that has been provided to *us*, we're not satisfied that *you* actually owned the items, we may refuse to pay *your* claim.

## How we settle claims

We only pay once for loss or *damage* caused by the same event covered by this policy even if that loss or *damage* is covered under more than one section of the policy.

### How we settle buildings claims

We'll normally pay *our* supplier the necessary and *reasonable* cost to repair, replace or rebuild the *damaged* parts of the *buildings* to a condition substantially the same as, but not better than, when new. Where this happens, *you'll* receive *our* **Lifetime guarantee on buildings repairs**.

#### If you don't use our supplier

We will pay *you* the *reasonable* cost to repair, replace or rebuild the *damaged* parts of *your buildings* to a condition substantially the same as but not better than when new if, for example:

- *you* decide to:
  - rebuild to a better standard; or
  - sell the land at the *property address*; and/or
  - rebuild elsewhere;

Continued next page...

**If you don't use our supplier** (continued...)

- if it's not practical for *us* to repair, replace or rebuild *your buildings* due to the age, policy limit, inadequate sum insured, construction or condition of *your buildings* or if materials needed for repairs are not readily available; or
- if *you* choose to go with a supplier (which includes a repairer or builder) of *your* choice.

To assess the cost of the necessary work required to repair, replace or rebuild the *damaged parts of your buildings* we will, where possible, obtain a *scope of works* and a quote from *our* supplier. If *you* agree with this, we will then pay *you* the amount quoted by *our* supplier.

If *you're* not happy with the amount quoted by *our* supplier, or if *we're* unable to obtain a *scope of works* from *our* supplier, *we'll* ask *you* to provide *us* with a fully itemised *scope of works* and quote from a supplier of *your* choice for *us* to consider. *We'll* review these to ensure they cover the necessary work and are within market rates. To determine this, *we'll* consider the following:

- *our* supplier's *scope of works* and quote (if *we* were able to obtain it);
- *our* own data and experience with similar repairs, replacements or rebuilding;
- third party cost estimation sources; and
- *your* circumstances, including the location and attributes of *your buildings*.

Following *our* review, *we'll* do one of the following:

- If *we* believe *your* supplier's *scope of works* and quote cover the necessary work and are within market rates, *we'll* pay *you* the amount quoted by them.
- If *we* believe *your* supplier's *scope of works* either omits or overstates aspects of the work required or their quote is significantly above market rates, *we'll* discuss this with *you* and/or them and seek agreement on the *scope of works* and quote.
  - If *we* come to an agreement with *you* or *your supplier*, *we'll* pay *you* the amount agreed.
  - If *we're* still unable to agree with *you* on the amount *we'll* pay *you*, *we'll* attempt to obtain a *scope of works*, quote or report (as required) from an alternative supplier *we* both agree on, and *we'll* review these together with *you* to arrive at a final *scope of works* and quote. If *we're* able to come to an agreement, *we'll* pay *you* the amount quoted by them.
  - If *we're* unable to agree on an alternative supplier, *we* believe the alternative supplier's *scope of works* either omits or overstates key aspects of the work required, or *we* believe their quote is significantly above market rates, *we'll* refer *you* to *our* complaints process.

**If you don't use our supplier** (continued...)

When we pay you the *reasonable* cost to repair, replace or rebuild the *damaged* parts of *your buildings*, you will not be eligible for our **Lifetime guarantee on buildings repairs** because we won't have appointed the supplier or managed the works.

If your buildings sum insured is inadequate, we will only pay up to the sum insured or any applicable standard policy limits.

**Building costs**

Whether we arrange the repairs, replacement or rebuilding or pay you the cost to complete the repairs, replacement or rebuilding we'll also pay the necessary and *reasonable* costs as part of *your buildings* sum insured:

- to temporarily protect *your property address*;
- for demolition;
- to remove debris from *your property address*;
- for an architect or surveyor; and
- to comply with current building codes and statutory requirements.

This includes preventing access to limit the risk of theft, weather damage and injury.

**Undamaged parts of your buildings**

We won't pay for any undamaged parts of *your buildings*, even to restore those undamaged parts to achieve a uniform appearance, other than to the extent set out in the table below in relation to internal *buildings damage*:

**External buildings damage**

<b>Damage to roofs, doors, gates and fences</b>	We'll only repair or replace the individual tiles, roof sheeting, doors, gates or fence panels that were <i>damaged</i> .
<b>Damage to external walls</b>	We'll only repair or replace the part of the wall that was <i>damaged</i> .
<b>Paths/driveways/ tennis courts etc.</b>	We'll only repair or replace the areas that were <i>damaged</i> .

## Internal buildings damage

### Damage to internal flooring

(excludes carpets – these are covered as contents)

We'll pay to repair or replace up to an existing change or join in the flooring, or an archway, doorway or similar opening, whichever is closest to the *damage*.

We'll consider a combined lounge/dining room as one room if the opening between them is more than 82cm wide.

This is a common width of a doorway.

We won't pay to replace any undamaged materials in any other adjoining rooms, hallways or stairwells.

### Damage to internal walls

We'll pay to repair or replace the *damaged wall(s)*. We won't pay to replace the wall covering, for example wallpaper or paint on any adjoining walls or in any adjoining rooms, hallways or stairwells.

### Damage to internal fixtures/ fittings

We'll pay to repair or replace fitted cupboards, sections of cabinets and sections of benchtops if they are continuously joined to, and made of the same material as, the *damaged* part.

## Matching materials

If part of *your* home is *damaged* or destroyed by an Insured Event and we pay *your* claim, or one of *our* suppliers has caused *damage* during exploratory work to locate the source of escaped water or other liquid, we'll match existing materials if they're commercially available in Australia when we repair, replace or rebuild the *damaged* property.

If not, we'll use the nearest equivalent materials that we can source locally. In this case, if the *damage* is inside *your buildings*, we will also pay up to \$1,000 to replace undamaged parts of the same room, hallway or stairwell (to the nearest doorway, archway, or other opening) so that it matches or complements the materials we've used. We'll consider a combined lounge/dining room as one room if the opening between them is more than 82cm wide (this is a common width of a doorway). If *you're* not satisfied with the nearest equivalent materials we source, we will pay *you* what it would have cost to repair, replace or rebuild with these materials.



## Delays in repairing, replacing or rebuilding

If *you* delay repairing, replacing or rebuilding, for example by unreasonably delaying to review and approve documents necessary to effect the repair, replacement or rebuilding, for more than six months from the date when the claim was approved, *we'll* only pay the *reasonable cost* that would have been incurred to repair, replace or rebuild *your buildings* at the time the claim was approved. *You* may have to pay any increase in cost caused by *your* delay.

If *you* believe that, due to special circumstances, *you* have a reason to delay the repair, replacement or rebuilding for more than six months, *we* will give consideration to those circumstances, and *we* may:

- not charge *you* for any increase in cost caused by the delay; or
- pay the *reasonable cost* that would have been incurred to repair, replace or rebuild *your buildings* at the time the claim was approved

## Rebuilding at an alternative location

If *your buildings* are a *total loss*, *you* may choose to rebuild at another site in Australia. *We* won't pay *you* more than it would have cost to rebuild at *your property address*.

## Lifetime guarantee on buildings repairs

*We* closely monitor the performance of *our* suppliers to help ensure the best outcome for *our* insureds. This enables *us* to guarantee that if *we* have:

- selected and authorised a supplier to replace, repair or rebuild *your buildings*; and
- paid, or have a legal liability to pay, the supplier, repairer or builder directly for this work;

and a defect arises in the lifetime of *your buildings* as a result of poor-quality workmanship or use of incorrect or poor-quality materials, *we'll* rectify the problem by arranging, authorising and paying for further replacement, repair or rebuilding.

If *we* have selected and authorised a supplier to replace, repair or rebuild *your buildings* and *we* are satisfied that the work requires rectification to such an extent that *your home* is unfit to live in, *we'll* arrange and pay the *reasonable costs* of temporary accommodation until the home is fit to live in.

*We* will also handle any complaint about the quality or timeliness of the work or conduct of the supplier as part of *our* complaints handling process.

### Lifetime guarantee on buildings repairs (continued...)

This guarantee does not apply to:

- replacements, repairs or rebuilding that *you* arrange, authorise or make yourself (even if we give *you* the name of a possible supplier (which includes a repairer or builder) who is involved with the repair, replacement or rebuilding);
- home replacement, repairs or rebuilding that *you* arrange, authorise or make yourself (even if we give *you* or a supplier a cheque or other form of payment for all or part of the repair cost);
- loss, *damage* or failure of any electrical or mechanical appliances or machines that form part of *your* home; or
- *wear and tear* consistent with normal gradual deterioration (e.g. paint peeling as part of its normal life cycle, wood rotting or mould from moisture in the air or ground, roofs weathering or a hot water system leaking as a result of normal gradual deterioration).

### Fences

When we pay a claim for *damage* to a shared or dividing fence, we will pay no more than *your* proportion of costs for the repair or replacement in accordance with the relevant legislation relating to dividing fences, for example Dividing Fences Act or Dividing Fences and Trees Act or any similar legislation. Typically, *your* proportion of the cost will be 50% of the repair or replacement cost of the fence.

If there is no legislation in place in relation to the amount that *you* are liable for, with respect to the repair or replacement of dividing fences, then we will pay no more than 50% of the cost of repair or replacement of the shared or dividing fence.

However, we will pay the full cost to repair, rebuild or replace the fence if:

- there's no neighbour who is liable to share the cost of repairing, rebuilding or replacing the fence; or
- the *damage* to the fence was caused by an Insured Event at *your property address* and *you're* liable to pay the full cost of repairing, rebuilding or replacing the fence.

We will pay no more than the cost to repair, rebuild or replace a fence of the same quality and specification as the fence which was *damaged*.

## The most we'll pay

The most we'll pay is *your* buildings sum insured plus any Standard Features payable on top of the buildings sum insured, less any applicable excesses.

*Your buildings sum insured may be increased through the application of the **Sum(s) insured adjustment feature** or, if it's shown on your *Certificate of Insurance*, the **Buildings Sum Insured Safeguard**.*

## How we settle contents claims

If a *damaged* item can be repaired, we'll normally pay *our* repairer the necessary and *reasonable* cost to repair *your contents* item to a condition substantially the same as, but not better than, when new.

If it's not economical to repair the item, or it's been lost or stolen, we'll replace the item with a new one that's substantially the same where it's practical to do so.

If the policy limit or sum insured is not adequate to repair or replace the item to a condition substantially the same as when new, the most we will pay is the item limit or sum insured.

## If you don't use our repairer, or we can't repair or replace the item

We will pay *you* the *reasonable cost* to repair or replace the lost, stolen or *damaged contents* to a condition substantially the same as, but not better than when new if, for example:

- *you* decide to replace those *contents* with items that are not substantially the *same*;
- *you* decide *you* do not want the *contents* repaired or replaced;
- it's not practical for *us* to repair or replace *your contents* due to the age, style, type, condition or nature of *your contents* or if materials or skills needed for repairs are not readily and locally available; or
- *you* choose to go with a repairer of *your* choice.

*If you don't want an item repaired we will not pay to replace it; we'll pay what it would have cost to repair it. See **How the amount we'll pay is determined if the item is repairable**, on the next page.*

*If the policy limit or sum insured is not adequate to repair or replace the item to a condition substantially the same as when new, the most we will pay is the item limit or sum insured.*

### How the amount we'll pay is determined if the item is repairable

To assess the necessary work required to repair *damaged contents* items we will, where possible, obtain a report or quote from *our* repairer. If *you* agree with this, we will then pay *you* the amount quoted by *our* repairer.

If *you're* not happy with the amount quoted by *our* repairer, or if *we're* unable to obtain a *report* or quote from *our* repairer, *we'll* ask *you* to provide *us* with a report or quote from a repairer of *your* choice for *us* to consider. *We'll* review this to ensure it covers the necessary work and is within market rates. To determine this, *we'll* consider the following:

- *our* repairer's report or quote (if *we* were able to obtain it);
- *our* own data and experience with similar repairs;
- third party cost estimation sources; and
- *your* circumstances, including the location and attributes of *your contents*.

Following *our* review, *we'll* do one of the following:

- If *we* believe *your* repairer's report or quote covers the necessary work and is within market rates, *we'll* pay *you* the amount quoted by them.
- If *we* believe *your* repairer's report or quote either omits or overstates aspects of the work required or their quote is significantly above market rates, *we'll* discuss this with *you* and/or them and seek agreement on the *report* or quote.
  - If *we* come to an agreement with *you* or *your* repairer, *we'll* pay *you* the amount agreed.
  - If *we're* still unable to agree with *you* on the amount *we'll* pay *you*, *we'll* attempt to obtain a quote or report from an alternative repairer *we* both agree on, and *we'll* review this together with *you* to arrive at a final quote. If *we're* able to come to an agreement, *we'll* pay *you* the amount quoted by them.
  - If *we're* unable to agree on an alternative repairer, *we* believe the alternative repairer's *report* or *quote* either omits or overstates key aspects of the work required, or *we* believe their quote is significantly above market rates, *we'll* refer *you* to *our* complaints process.

If the policy limit or sum insured is not adequate to repair or replace the item to a condition substantially the same as when new, the most we will pay is the item limit or sum insured.

## How the amount we'll pay is determined if the item is not repairable

For replacement items that are readily available including tools, devices and appliances, we will pay you an amount equal to the lowest price available to you from a reputable commercial retailer at the time we settle the claim.

If an item is not readily available, we'll pay you an amount equal to the lowest price available to you from a reputable commercial retailer at the time we settle the claim for an equivalent item with similar specifications and functionality.

## How the amount we'll pay is determined if the item can't be replaced

If we can't repair the item, or it can't be replaced because of its antiquity or rarity, we'll pay the lesser of:

- the standard policy limit or, if it's a *Specified Contents* item or a *Specified Portable Contents* item, the specified limit noted on your *Certificate of Insurance*; and
- the fair market value based on enquiries made to independent and appropriately experienced or qualified professionals.

If your contents sum insured is inadequate, we will only pay up to the sum insured or any applicable standard policy limits.

## The most we'll pay

The most we'll pay in total for your contents is your contents sum insured, plus any Standard Features payable on top of the contents sum insured, less any applicable excesses.

The most we'll pay in total for your *Portable Contents* is your *Portable Contents* sum insured.

There are limits on what we'll pay for some individual items:

- the standard policy limit, where applicable (see **Contents with limits**);
- the specified item limit shown on your *Certificate of Insurance* for items you have listed as *Specified Contents*;
- the category limit shown on your *Certificate of Insurance* for *Portable Contents* – Categories; or

Your contents sum insured may be increased through the application of the Sum(s) insured adjustment feature.

If you have not specified an item that is worth more than the standard policy limit, to see how we will apply any applicable excess(es) see the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by us.

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The most we'll pay (continued...)

- the specified item sum insured shown on *your Certificate of Insurance* for items you have listed as *Specified Portable Contents*

less any applicable excess(es).

We treat the following items differently when we pay *your* claim:

Item	What we pay
<b>Carpets</b>	<p>We'll pay to repair or replace up to an existing change or join in the carpet or an archway, doorway or similar opening, whichever is closest to the <i>damage</i>.</p> <p>We'll consider a combined lounge/dining room as one room if the opening between them is more than 82cm wide.</p> <p>We won't pay to replace any undamaged carpet in any other adjoining rooms, hallways or stairwells.</p>
<b>Photographs and videos</b>	<p>We'll pay for reproducing videos and hard copy photographs you have purchased from, or had produced by, a professional photographic business if the necessary electronic data is available. We do not pay to reconstruct any circumstances or conditions.</p>
<b>Sets or pairs</b>	<p>If we can't repair an item which forms part of a <i>set or pair</i> or it can't be replaced because:</p> <ul style="list-style-type: none"><li>we're unable to reasonably match it; or</li><li>the functionality of the <i>set or pair</i> is lost (e.g. hearing aids/<i>sporting equipment</i>)</li></ul> <p>you can choose to either:</p> <ul style="list-style-type: none"><li>surrender the remaining item(s) to <i>us</i>, in which case we'll pay the replacement value of the <i>set or pair</i>, up to any applicable limit; or</li><li>keep the remaining item(s), in which case we'll pay the replacement value of the lost or <i>damaged</i> item.</li></ul> <p>We don't allow for any special value the item may have as forming part of a <i>set or pair</i>, or for any reduction in value of the remaining part(s).</p>

This is a common width of a doorway.

# Excesses

In most cases, *you'll* need to contribute an amount towards the cost of any claims *that are accepted*. Your contribution may be made up of one or more of the following excess types. There may be other excesses that apply in special circumstances. The excess types and amounts that apply to *your* policy will be shown on *your Certificate of Insurance*. For additional information about excesses and how they apply to *your* policy, read the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by us.

We will not apply an excess for legal liability claims.

Excess type	When it applies	
Basic Excess – Buildings	All <i>buildings</i> claims unless otherwise stated	If you have <i>buildings</i> and <i>contents</i> covers, and you make a claim for both <i>your buildings</i> and <i>contents</i> as a result of the same <i>incident</i> , you'll only have to pay the highest applicable Basic Excess.
Basic Excess – Contents	All <i>contents</i> claims unless otherwise stated	
Imposed Excess	Where applicable, this excess is payable in addition to the Basic Excess.	
This may apply due to <i>your</i> claims history.		
Renovation, Alteration, Addition or Repair Excess	This excess applies when: <ul style="list-style-type: none"><li>• we have agreed to cover <i>you</i> whilst you're undertaking renovations, alterations, additions or repairs at the <i>property address</i>; and</li><li>• <i>damage</i> occurs that is covered by the policy under:<ul style="list-style-type: none"><li>◦ any of the following Insured Events:<ul style="list-style-type: none"><li>– Fire;</li><li>– Explosion;</li><li>– Escape of water or other liquid; or</li><li>– Accidental breakage of glass or sanitary fixtures; or</li></ul></li></ul></li></ul>	

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## Excess type

## When it applies

### Renovation, Alteration, Addition or Repair Excess

(continued...)

- the Accidental Damage option if the option is shown on *your Certificate of Insurance*

as a direct result of the work being carried out.

This excess is payable in addition to the Basic Excess and any other excesses that may apply.

### Unoccupied Property Excess

This excess applies when:

- *you* do not tell us that *your* property will be *unoccupied* for more than 90 consecutive days; and
- *you* make a claim for an *incident* that occurs more than 90 days after *your* property was first *unoccupied*.

A different excess applies for each of the following periods when *your* property is *unoccupied*:

- 91-365 days
- 366 days or more.

This excess is payable in addition to the Basic Excess and any other excesses that may apply.

This excess is not applicable when *you* make a claim for *damage* caused by the following Insured Events:

- Riot;
- Lightning;
- Earthquake or tsunami;
- Collision; or
- Falling tree or branch



## Excess type

## When it applies

### Unoccupied Property Excess for Agreed period

During an agreed period of unoccupancy, the Unoccupied Property Excess on the previous page will not apply.

This excess applies when:

- *you've told us about, and we've agreed to cover you for, a period when your property is unoccupied for more than 90 consecutive days; and*
- *you make a claim for an incident that occurs more than 90 days after your property was first unoccupied.*

This excess is payable in addition to the Basic Excess and any other excesses that may apply.

This excess is not applicable when *you* make a claim for *damage* caused by the following Insured Events:

- **Riot;**
- **Lightning;**
- **Earthquake or tsunami;**
- **Collision; or**
- **Falling tree or branch.**

### How we collect the excess

When an excess applies to *your* claim, *we'll* let *you* know when and how to pay the excess as this will depend on how *your* claim is settled. For example:

- If we repair or rebuild *your* property, *we'll* normally ask *you* to pay the excess to the repairer or supplier before they start the work.
- If we replace *your* property, *we'll* normally ask *you* to pay the excess to the supplier of the replacement item.
- In some instances, *we'll* ask *you* to pay *your* excess to *us* such as where a supplier is not able to accept an excess payment.
- If we pay *you* the *reasonable* cost to repair or replace *your* property, we will deduct the excess from the amount we pay *you*.

Pay *your* excess as soon as practicable, or call *us* should circumstances prevent *you* from paying *your* excess.



# Paying, renewing and cancelling

## Paying your premium

*Your premium is the cost of your policy. It is the amount we set by taking into account things like the chance of you making a claim under your policy, the options you've chosen as well as other factors including our costs of doing business. Your premium also includes GST and other applicable government fees, duties and charges.*

*We'll let you know how much premium you need to pay us, how to pay it and when. You must pay us your premium on time to stay covered. For more information about how we set your premium, read the Australia Post Home Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call 13 70 11 for a copy at no charge by us.*

*We offer you several ways to pay your premium, including by direct debit which is explained below.*

### Paying by direct debit

*You can choose to pay your premium annually or in instalments by direct debit.*

Check with your financial institution whether your account allows direct debits.

*If you choose to pay by direct debit, you authorise us to debit your nominated account for the agreed premium.*

*If the scheduled debit date shown on your Certificate of Insurance is a NSW public holiday or bank holiday, we'll debit your account on the next business day. We'll give you at least 14 days' notice if we change the way the direct debit of your policy works.*

*You need to make sure your nominated account details are correct and up to date. This includes advising us of the expiry date of a payment card or a change to the payment method. If your nominated account details change you must tell us at least seven days before the next instalment is due to allow us to process the change in time.*

*You need to have enough funds in your nominated account to allow our scheduled debit. If you don't, you'll be responsible for any fee or interest charged by your financial institution. You can also choose to stop your direct debit by contacting your financial institution.*

## Important – what happens if your direct debit fails

If *you've* chosen to pay *your* premium annually by direct debit and we don't receive *your* payment on time, we may cancel *your* policy as permitted by law and refuse to pay a claim.

If *you've* chosen to pay *your* premium by direct debit instalments and an instalment remains unpaid for one month or more, we may cancel *your* policy and refuse to pay a claim.

## Renewing your policy

If we invite *you* to renew *your* policy, *we'll* send *you* a renewal *Certificate of Insurance*. If *you* make any changes to *your* policy after we send *you* our renewal invitation, and we have agreed to continue to insure *you*, *we'll* send *you* an updated renewal invitation. *You'll* need to pay *us* any additional premium to ensure *your* cover is not affected.

### If you pay your premium by direct debit

If *you* pay *your* premium by direct debit and we invite *you* to renew *your* policy, ***we'll* continue to debit *your* premium payments**, either annually or in instalments, whichever *you've* previously chosen.

If *you* don't want to renew, *you* must tell *us* at least seven days before *your* policy's end date so that we can arrange for the direct debit to stop in time.

## Adjustment of premium on renewal

If *you* make any changes to *your* policy after we send *you* our renewal invitation, and we have agreed to continue to insure *you*, *we'll* send *you* an updated renewal invitation. *You'll* need to pay *us* any additional premium to ensure *your* cover is not affected.

A claim on *your* policy may affect *your* renewal premium.

If *you* have a claim, contact *us* as soon as *you* can after the *incident* - see **What you must do after an incident**. To avoid *your* claim being delayed, reduced or refused *you* must not unnecessarily delay notifying *us* of the *incident* – see **What you must not do after an incident**. If *you* were in difficult circumstances that prevented *you* from telling *us* about the claim, let *us* know.

If we send *you* a renewal invitation and the premium doesn't take into account a claim on *your* policy, *you* agree to pay *us* any additional premium we would have charged if we had known about that claim.

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## Adjustment of premium on renewal (continued...)

If *you* tell *us* about the claim before *your* renewal takes effect and we agree to continue to insure *you*, we may apply specific conditions to *your* policy (including applying an Imposed Excess) and/or recalculate *your* renewal premium and send *you* an updated renewal invitation.

If *your* policy has already renewed, we may ask *you* for an additional premium. If *you're* paying in instalments, any remaining instalments will be adjusted to reflect the additional premium. If *you've* already paid *your* renewal premium in full, *you'll* need to pay *us* any additional premium to ensure *your* cover is not affected. If *you* don't pay the additional premium by the due date then we will make reasonable efforts to contact *you* using the latest contact details *you* provided *us*. If we don't receive payment of the additional premium owed, we may:

- deduct the outstanding premium amount from a claim payment; or
- cancel *your* policy (see **Cancelling your policy**).

If it was reasonable in the circumstances for *you* to be unaware that *you* had a claim until after we issued *your* renewal invitation, we will not ask *you* to pay the additional premium for that renewal period however the claim may affect *your* future renewal premiums and/or future policy conditions (including the application of an Imposed Excess).

Please note we may have other rights under this policy or as permitted by law, depending on the circumstances.

## Cancelling your policy

*You* can cancel *your* policy at any time by telling *us*.

We can cancel *your* policy as permitted by law, for example, if *you* do not pay *us* *your* premium or if *you* told *us* something that *you* knew to be incorrect or untrue during *your* application for cover.

We can also cancel *your* policy if *your* circumstances change and no longer fall within *our* underwriting rules. See **Tell us when these things change**.

If *you've* paid *your* premium in advance and *your* policy is cancelled, we'll refund *you* the proportion of the premium for the remaining *period of insurance*, less any non-refundable government fees, duties or charges. But see **Cooling-off period** where *you* may be entitled to a full refund.

If *you* make a fraudulent claim on *your* policy, we can cancel it and we won't provide any refund.



# Definitions

Term	Definition
Accidental	Resulting from a sudden mishap or adverse event that <i>you</i> and <i>your family</i> neither expect nor intend.
Action of the sea	Tidal wave, high tide, king tide or any other movement of the sea except for: <ul style="list-style-type: none"><li>• <i>tsunami</i>; and</li><li>• <i>storm surge</i>.</li></ul>
Antique	An item valued for its rarity, aesthetic or historical significance which is over 100 years old. It does not include <i>jewellery</i> , watches or <i>collections</i> .
Artworks	Fine art such as paintings or pictures, Persian carpets, rug or wall hangings, tapestries, vases, ornaments, sculptures or similar. It does not include <i>jewellery</i> , watches or <i>collections</i> .
Australia Post	Australian Postal Corporation (ABN 28 864 970 579, AR 338646) (APC) and Australia Post Services Pty Ltd (ABN 67 002 599 340, AFSL 457551) (APS). APC acts as an Authorised Representative of APS.
Bicycle	A bicycle with no attached motor or engine.
Buildings	See <b>What do we mean by buildings and fixtures?</b>
Burnout	Fusing or melting together of the windings of an electric motor following <i>damage</i> to the insulating material due to overheating by an electric current.
Certificate of Insurance	The most recent Certificate of Insurance we have sent <i>you</i> . It shows the information that forms the basis on which we've agreed to insure <i>you</i> , including information about <i>you</i> and <i>your</i> property. <i>You'll</i> receive a new Certificate of Insurance when <i>you</i> buy, renew or make a relevant change to <i>your</i> policy.

## Definitions

Term	Definition
Collection	<p>A group or set of objects with a common theme or characteristic gathered into one place for the purpose of personal interest, a hobby, personal investment, display or a similar domestic purpose. It includes collections of items such as stamps, mint coins, uncirculated notes, medals, cards, collectors' pins, memorabilia and wine. It does not include <i>jewellery</i> or watches.</p> <p>This does not include items normally intended for ordinary household use such as DVDs, Blu Ray discs, computer games or currency or stamps that are in circulation.</p> <p>For example, books with no special monetary value that are intended to be able to be used at any time would not be a collection. A curated selection of first edition books with an intrinsic value that would not generally be used would be considered a collection.</p>
Contents	Items listed under <b>What do we mean by contents?</b>
Damage, damaged	<p>When property insured by this policy is physically harmed, but not from <i>wear and tear</i>, and its value or usefulness is permanently reduced. It also includes where property insured is destroyed or unrecoverable.</p> <p>It does not include:</p> <ul style="list-style-type: none"><li>• where property can be cleaned using ordinary household chemicals and cleaning processes to bring it back to its pre-event condition. Property may be considered to be damaged if only professional cleaning can bring it back to its state prior to the event; or</li><li>• scratching or denting which is cosmetic and that's the only damage.</li></ul>
Depreciation	Reduction in value of an item or property due to <i>wear and tear</i> or age.
Earth movement	<p>Includes landslide, landslip, mudslide, subsidence and the heaving, collapsing, vibration, <i>erosion</i>, settlement or shrinkage of earth, but not earthquake.</p> <p><b>Note:</b> 'Heave' is the upward movement of the earth supporting a building because of the expansion of soil.</p>

Term	Definition
Erosion	Worn or washed away by water, ice or wind.
Family	<i>Your</i> spouse or partner, parent, grandparent, sibling, child or grandchild (including in each case half, step or adopted relationships) who permanently resides with <i>you</i> at <i>your</i> property address.
Fixtures	See <b>What do we mean by buildings and fixtures?</b>
Flood	<p>The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:</p> <ul style="list-style-type: none"> <li>• a lake (whether or not it has been altered or modified);</li> <li>• a river (whether or not it has been altered or modified);</li> <li>• a creek (whether or not it has been altered or modified);</li> <li>• another natural watercourse (whether or not it has been altered or modified);</li> <li>• a reservoir;</li> <li>• a canal;</li> <li>• a dam.</li> </ul>
Incident	An event or series of related events which causes loss or <i>damage</i> and results in a claim on <i>your</i> policy.
Insured	See definition of ‘you, your, insured’.
Jewellery	A wearable adornment typically made from or containing gemstones and/or precious metals.
Medical or health items	<ul style="list-style-type: none"> <li>• hearing aids (excluding hearing implants for example bone-anchored hearing aids)</li> <li>• prescription spectacles;</li> <li>• contact lenses;</li> <li>• artificial teeth or eyes;</li> </ul>

Continued next page...

## Definitions

Term	Definition
<b>Medical or health items</b> (continued...)	<ul style="list-style-type: none"><li>• oxygen apparatus;</li><li>• insulin pumps;</li><li>• <i>mobility scooters</i> (including electric wheelchairs) owned and used in compliance with the applicable state or territory laws and regulations; and</li><li>• other medical, surgical, prosthetic or dental aids, equipment or appliances other than:<ul style="list-style-type: none"><li>◦ any medical equipment or apparatus that:<ul style="list-style-type: none"><li>– requires specialised fitting, customisation or modification by a medical professional; or</li><li>– is custom made for <i>you</i>; or</li><li>– requires operation or supervision by a medical professional while in use; or</li></ul></li><li>◦ drugs or other prescribed medication.</li></ul></li></ul>
<b>Mobility scooter</b>	A motorised mobility device such as an electric wheelchair or mobility scooter owned and used in compliance with applicable state or territory laws and regulations.
<b>Model aircraft or drone</b>	<p>A micro or very small, remotely piloted aircraft that's a toy, or flown solely for hobby, leisure, sport or recreational purposes, provided that it:</p> <ul style="list-style-type: none"><li>• isn't a kite;</li><li>• is registered, if required by law;</li><li>• isn't used for anything other than the purpose for which it was originally designed;</li><li>• has a wingspan of no more than 150 centimetres;</li><li>• weighs no more than two kilograms, including anything in, on or attached to it (for example, a camera or gimbal); and</li><li>• costs no more than \$1,500 when new including anything in, on or attached to it.</li></ul> <p>A model aircraft or drone does not include anything that is ever used in connection with or in relation to any commercial purpose or earning any income.</p>



Term	Definition
Occurrence	An event, including continuous or repeated exposure to substantially the same general conditions which results in personal injury or damage to property. We regard all events arising from one original source or cause as one occurrence.
Open air	Anywhere at the <i>property address</i> not fully enclosed by walls and a roof.
Period of insurance	The time between the start date and end date shown on <i>your Certificate of Insurance</i> during which we have agreed to provide cover. If <i>your policy</i> ends sooner, for example <i>your policy</i> is cancelled, the <i>period of insurance</i> ends at the same time.
Personal mobility device	<p>A small, lightweight electric vehicle with the following attributes:</p> <ul style="list-style-type: none"> <li>• has one to four wheels;</li> <li>• the motor, brakes or suspension have not been modified or altered from the original manufacturer's specification;</li> <li>• has a maximum speed of 25km/hour;</li> <li>• has no more than 250 watts continuous rated power;</li> <li>• is not required by law to be registered or insured; and</li> </ul> <p>that is:</p> <ul style="list-style-type: none"> <li>• used in accordance with the user manual including in relation to safety instructions;</li> <li>• owned and used in compliance with applicable state or territory laws and regulations; and</li> <li>• not used for hire, reward, courier services or the carriage of paying passengers.</li> </ul> <p>It includes Pedelecs, e-bikes, e-scooters, hoverboards, monowheels and Segways that meet the above criteria.</p> <p><b>Note:</b> A Pedelec is a bicycle where the rider's pedalling is assisted by a small electric motor that automatically cuts off once the bicycle reaches 25 km/hour. The electric motor must only become activated by the rider's pedalling.</p>

For example, not carrying passengers if it's designed for one person only.

## Definitions

Term	Definition
Personal watercraft	Vessels designed to be operated by a person standing, sitting astride or kneeling upon them that use water jet propulsion with an engine in a watertight compartment, for example jet skis.
Pet	<p>An animal that:</p> <ul style="list-style-type: none"><li>• is owned by <i>you</i>;</li><li>• can be legally kept;</li><li>• is registered and microchipped (where required by law); and</li><li>• normally lives with <i>you</i> at the <i>property address</i>.</li></ul> <p>It does not include any animal used for racing or commercial breeding purposes or any declared dangerous dog or menacing dog.</p>
Portable Contents	<p>‘Portable Contents – Categories’ and Specified Portable Contents shown on <i>your Certificate of Insurance</i>.</p> <p><b>Note:</b> Portable Contents are personal items that are designed to be used, worn or carried away from home. See <b>Portable Contents option</b> for details.</p>
Power surge	An unexpected, temporary, uncontrolled increase in current or voltage in an electrical circuit. Also known as a power swell, brown out, voltage variation or power spike.
Property address	The address shown on <i>your Certificate of Insurance</i> on which <i>your buildings</i> stand, including the land, yard or garden used only for domestic purposes.
Reasonable cost,	If we arrange the repair, rebuild, replacement or work for which a cost is incurred: the actual cost that we incur.
reasonable additional cost	<p>If <i>you</i> arrange the repair, rebuild, replacement or work for which a cost is incurred with <i>our</i> prior consent: the actual cost as set out in a valid tax invoice.</p> <p>If <i>you</i> arrange the repair, rebuild, replacement or work for which a cost is incurred without <i>our</i> prior consent because of an emergency and <i>you</i> act reasonably in:</p> <ul style="list-style-type: none"><li>• making arrangements by engaging reputable service providers or sourcing replacement property at market rates; or</li></ul>

Term	Definition
Reasonable cost, reasonable additional cost (continued...)	<ul style="list-style-type: none"> <li>• arranging repairs, rebuild or replacements at market rates that are necessary to restore <i>your</i> property to a condition no better than when new; or</li> <li>• taking proportionate steps to protect <i>your</i> property from further <i>damage</i>:</li> </ul> <p>the actual cost as set out in a valid tax invoice.</p> <p>If <i>you</i> arrange the repair, rebuild or replacement or work for which a cost is incurred without <i>our</i> prior consent because of an emergency and <i>you</i> do not act reasonably: the cost that <i>you</i> would have incurred if <i>you</i> had acted reasonably.</p> <p>If <i>you</i> arrange the repair, rebuild, replacement or work for which a cost is incurred without <i>our</i> prior consent and there is no emergency: the cost we would have incurred if <i>you</i> had obtained <i>our</i> prior consent and we had made the arrangements.</p> <p>In this definition, when we say ‘work’ this includes services such as:</p> <ul style="list-style-type: none"> <li>• temporary accommodation; and</li> <li>• temporary storage of <i>contents</i>.</li> </ul> <p>In this definition, when we say ‘act reasonably’ this means acting prudently, as if <i>you</i> did not have insurance.</p>
Scope of works	An itemised description of all work to be done to repair or rebuild, to a condition substantially the same as but not better than when new, the <i>damage</i> caused to <i>your buildings</i> by an <i>incident</i> .
Set or pair	<p>Two or more articles, whose value together is more than the sum of their individual values.</p> <p><b>Note:</b> An article is not part of a set or pair merely because it is part of a <i>collection</i>.</p>
Specified Contents	Items listed in the ‘Specified contents’ section of your <i>Certificate of Insurance</i> . Specified contents are only insured while at <i>your property address</i> . See <b>Specified Contents</b> .
Specified Portable Contents	Items listed in the ‘Specified portable contents’ section of <i>your Certificate of Insurance</i> .

## Definitions

Term	Definition
<b>Sporting equipment</b>	Equipment, clothing, helmets, footwear, protective gear used when participating in recreational or competitive sport, but not a <i>bicycle</i> , <i>personal mobility device</i> , firearm, power-driven vehicle or a power-driven item of any kind.
<b>Storm</b>	Violent weather and high winds, sometimes accompanied by rain, hail or snow including a cyclone or tornado.
<b>Storm surge</b>	The covering of normally dry coastal land by water as a result of wind and low atmospheric pressure caused by a <i>storm</i> .
<b>Terrorism</b>	<p>Any act, or preparation in respect of action, or threat of action designed to influence any government of any nation or any political division of it, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group whether acting alone or on behalf of or in connection with any organisation or government, and which:</p> <ul style="list-style-type: none"><li>• involves violence against one or more persons; or</li><li>• involves <i>damage</i> to property; or</li><li>• endangers life other than that of the person committing the action; or</li><li>• creates a risk to health or safety of the public or a section of the public; or</li><li>• is designed to interfere with or to disrupt an electronic system.</li></ul>
<b>Total loss</b>	<p>Your property is a total loss when:</p> <ul style="list-style-type: none"><li>• we pay the total sum insured, item limit or category limit; or</li><li>• <i>your insured buildings and/or contents, Specified Contents items or Specified Portable Contents items</i> are lost or destroyed.</li></ul>
<b>Tsunami</b>	A sea wave caused by a disturbance of the ocean floor or seismic movement such as an underwater earthquake or landslide.
<b>Unattended</b>	Not under <i>your</i> control and not within <i>your</i> sight.

Term	Definition
Unliveable	<p>The home is unliveable if, due to an <i>incident</i>:</p> <ul style="list-style-type: none"> <li>• it is unsafe to live in; or</li> <li>• the disabled access and/or mobility handles and rails required by <i>you</i> and/or <i>your family</i> are <i>damaged</i> to the extent that they are no longer fit for purpose; or</li> <li>• it is not furnished such that it is comfortably habitable; or</li> <li>• it does not contain a functioning refrigerator and cooking appliance; or</li> <li>• it does not have functional bathroom facilities; or</li> <li>• it is not connected to the electricity supply; or</li> <li>• it is not connected to hot and cold running water.</li> </ul>
Unoccupied	<p>A property is <i>unoccupied</i> in a period of 90 consecutive days if, during that period, the following did not happen:</p> <ul style="list-style-type: none"> <li>• <i>you, your family</i>, or someone with <i>your</i> consent slept and ate there for at least two consecutive nights in that 90 day period, and</li> <li>• on those two nights the property: <ul style="list-style-type: none"> <li>◦ was furnished such that it is comfortably habitable; and</li> <li>◦ contained at least one usable bed/mattress; and</li> <li>◦ contained at least one table or bench and a chair; and</li> <li>◦ contained a functioning refrigerator and cooking appliance; and</li> <li>◦ was connected to the electricity supply; and</li> <li>◦ was connected to hot and cold running water.</li> </ul> </li> </ul> <p><i>You</i> may be asked to prove the occupancy of the property in the event of a claim. This may be supported by the usage of the utilities that are connected to the property. Sometimes we might ask for other evidence of occupancy.</p>
Vandalism or malicious act	<p>An act done with the intention of causing <i>damage</i> or harm, or with reckless disregard for the damaging or harmful consequences.</p>
We, our, us, QBE	<p>QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFSL 239545, BECS authority no. 481326.</p>

## Definitions

Term	Definition
<b>Wear and tear</b>	Physical deterioration to property occurring over time due to use and/or exposure to its environment.
<b>White goods</b>	Large, unfixed, electrical domestic appliances such as fridges, freezers, washing machines or dishwashers and clothes dryers.
<b>You, your, insured</b>	<p>The persons or entities named as Insured(s) on <i>your Certificate of Insurance</i>, except in the sections of <i>your</i> policy where <i>we</i> say otherwise.</p> <p>If the insured noted on the <i>Certificate of Insurance</i> is a company or a company that is a trustee then “you” also includes:</p> <ul style="list-style-type: none"><li>• in the case of a company - that company’s directors and owners; and</li><li>• in the case of a company that is a trustee - that company’s directors and owners and that trust’s beneficiaries</li></ul> <p>if they normally live at the <i>property address</i>.</p>

## What do we mean by buildings and fixtures?

	✓ Covered	✗ Not covered
<b>Buildings</b>	<p><i>Your:</i></p> <ul style="list-style-type: none"> <li>• main building</li> <li>• outbuildings, including sheds and granny flats</li> <li>• <i>fixtures</i></li> </ul> <p>at the <i>property address</i>, used solely or principally for domestic and residential purposes</p>	<ul style="list-style-type: none"> <li>• buildings located outside Australia</li> <li>• caravans, trailers or their accessories</li> <li>• relocatable homes or mobile homes</li> <li>• shipping containers</li> <li>• houseboats</li> <li>• sheds (where there is no other residence at the <i>property address</i>)</li> <li>• a temporary building or structure</li> <li>• display homes</li> <li>• blocks of flats</li> <li>• strata title, company or community strata title units</li> <li>• buildings used for business, trade or professional purposes (except for a home office)</li> <li>• buildings in the course of construction</li> <li>• buildings in the course of being demolished or that are awaiting demolition</li> <li>• condemned buildings</li> </ul>

Continued next page...

	✓ Covered	✗ Not covered
<b>Buildings</b> (continued...)		<ul style="list-style-type: none"> <li>• buildings used for accommodation services, community or public housing including nursing homes, guest houses, hostels, boarding houses, sharing houses, refuge houses, shelters, mixed occupancy houses, three-quarter houses, sober living houses, transitional/recovery/rehabilitation houses, safe houses, halfway houses, hotels/motels, farm stays, serviced apartments, resorts, dormitories or similar</li> </ul>
<b>Fixtures</b>	<p>Items used for domestic purposes which are permanently attached or fixed to <i>your buildings or property address</i> such as:</p> <ul style="list-style-type: none"> <li>• fixed saunas, barbecues, clothes lines, room heaters, stoves, air conditioners, ceiling fans, lighting fixtures, hot water systems</li> <li>• kitchen cupboards, built-in furniture</li> <li>• meter boxes</li> <li>• exterior blinds and awnings</li> <li>• carports, pergolas, gazebos</li> <li>• paths, driveways, terraces</li> </ul>	<ul style="list-style-type: none"> <li>• trees, shrubs, plants, hedges, lawns (real or artificial)</li> <li>• soil, earth, sand, gravel, bark, mulch or similar materials</li> <li>• paths or driveways made of earth or gravel</li> <li>• landscaping of any kind</li> <li>• swimming pool and spa covers and accessories</li> <li>• swimming pools and spas that are able to be moved</li> <li>• sea walls or pontoons</li> <li>• carpets and rugs</li> <li>• internal blinds</li> </ul>



	✓ Covered	✗ Not covered
<b>Fixtures</b> (continued...)	<ul style="list-style-type: none"> <li>• swimming pools or spas - inground or with fixed decking</li> <li>• tennis courts</li> <li>• gates and fences</li> <li>• retaining walls</li> <li>• garage doors</li> <li>• above and below ground utility services for which <i>you</i> are responsible</li> <li>• reticulation systems, wells and bores</li> <li>• television aerials, radio masts or aerials and fittings</li> <li>• fixed floor coverings, but not carpets</li> <li>• solar panels and equipment (but not plastic solar heating systems for swimming pools or spas)</li> <li>• private jetties, including fixed floating jetties</li> <li>• fixed water tanks.</li> </ul>	<ul style="list-style-type: none"> <li>• curtains</li> <li>• jetties used for business purposes</li> <li>• water</li> <li>• structures in the course of construction</li> </ul>

# What do we mean by contents?

	✓ Covered	✗ Not covered
Contents	<p>Household goods and personal belongings while they are at the <i>property address</i>, and are:</p> <ul style="list-style-type: none"> <li>• owned by <i>you</i> or <i>your family</i>; or</li> <li>• in <i>your</i> or <i>your family's</i> possession or control and for which <i>you</i> or <i>your family</i> are responsible (for example if you're renting a television),</li> </ul> <p>including:</p> <ul style="list-style-type: none"> <li>• furniture, furnishings, bedding and towels</li> <li>• electronic items such as: <ul style="list-style-type: none"> <li>◦ televisions</li> <li>◦ stereos</li> <li>◦ entertainment systems</li> <li>◦ microwaves</li> </ul> </li> <li>• kitchen appliances</li> <li>• kitchenware such as cutlery and crockery</li> <li>• <i>white goods</i></li> <li>• carpets (whether fixed or unfixed)</li> <li>• internal blinds and curtains</li> <li>• cash, vouchers, coupons, gift cards, money orders, negotiable financial documents, bullion, ingots and uncut and unset gemstones*</li> </ul>	<ul style="list-style-type: none"> <li>• pets or other animals (including fish and birds)</li> <li>• lawns, hedges, trees, shrubs, plants (real or artificial)</li> <li>• soil, earth, sand, gravel, bark, mulch or similar materials</li> <li>• motor vehicles (other than <i>mobility scooters</i>) that are required by law to be registered</li> <li>• mopeds and petrol-powered bicycles of any kind</li> <li>• <i>personal watercraft</i></li> <li>• motorised watercraft longer than four metres or with an engine exceeding 10 horsepower</li> <li>• watercraft other than surfboards, surf skis, paddleboards, sailboards, canoes or kayaks longer than four metres</li> <li>• surfboards, surf skis, paddleboards, sailboards, canoes or kayaks longer than eight metres</li> <li>• hovercraft</li> <li>• aircraft or aerial devices, other than: <ul style="list-style-type: none"> <li>◦ kites; or</li> <li>◦ <i>model aircraft or drones</i></li> </ul> </li> </ul>

\*These items have limits. See **Contents with limits**

	✓ Covered	✗ Not covered
<b>Contents</b> (continued...)	<ul style="list-style-type: none"> <li>• <i>jewellery</i> and watches*</li> <li>• <i>collections</i>*</li> <li>• <i>artworks</i>, rugs and <i>antiques</i>*</li> <li>• accessories, appliances or spare parts for motor vehicles, caravans, trailers and watercraft*</li> <li>• <i>model aircraft</i> or <i>drones</i>*</li> <li>• food and prescribed medicines that must be refrigerated or frozen*</li> <li>• <i>bicycles</i>, <i>personal mobility devices</i> and their equipment and accessories</li> <li>• <i>medical or health items</i></li> <li>• the following vehicles if they are not required, by law, to be registered:               <ul style="list-style-type: none"> <li>◦ motorcycles with an engine capacity of up to 125cc</li> <li>◦ domestic garden appliances</li> <li>◦ golf buggies</li> <li>◦ battery-powered children's toys</li> </ul> </li> <li>• motorised watercraft up to four metres long and with an engine that does not exceed 10 horsepower</li> <li>• surfboards, surf skis, paddleboards, sailboards, canoes or kayaks up to eight metres long</li> </ul>	<ul style="list-style-type: none"> <li>• aircraft or aerial devices ever used for any commercial purpose or earning any income</li> <li>• caravans or trailers</li> <li>• any transportation device not specifically listed in the 'Covered' column</li> <li>• motor vehicle keys, remote locking or alarm devices</li> <li>• accessories, appliances and spare parts for motor vehicles, caravans, trailers and watercraft in, on or attached to any of them</li> <li>• illegally acquired items including illegally downloaded digital files, or items illegally in <i>your</i> possession</li> <li>• any equipment connected with growing or creating any illegal substance</li> <li>• water in tanks if there is a drinkable water supply available at the <i>property address</i> such as mains water</li> <li>• any business stock</li> <li>• anything that's a building or fixture, even if it's not yet fixed to the land or buildings such as building materials awaiting installation</li> </ul>

Continued next page...

\*These items have limits. See **Contents with limits**

	✓ Covered	✗ Not covered
<b>Contents</b> (continued...)	<ul style="list-style-type: none"><li>• relocatable light fittings not permanently fixed to <i>your buildings</i></li><li>• clothing</li><li>• children's toys</li><li>• swimming pools and spas – relocatable above ground</li><li>• swimming pool and spa covers and accessories</li><li>• home office furniture and equipment</li><li>• items used by <i>you</i> or <i>your family</i> for earning any income*</li><li>• water in tanks but only if there is no drinkable water supply available at the <i>property address</i>.</li></ul>	<ul style="list-style-type: none"><li>• any electrical, electronic or mechanical item that:<ul style="list-style-type: none"><li>◦ is broken, or</li><li>◦ is no longer functional, or</li><li>◦ has reached the end of its useful life, or</li><li>◦ cannot be used for its intended purpose</li></ul>and which would:<ul style="list-style-type: none"><li>◦ have no intrinsic value and <i>you</i> would not receive more than scrap value were <i>you</i> to attempt to sell the item, and</li><li>◦ cost more to repair than its sale value once repaired immediately before the time of an <i>incident</i>.</li></ul></li></ul> <div><p>For example, <i>you</i> have an old, broken lawn mower in the shed that can no longer be used. It'd cost \$300 to repair but once repaired it would only be worth \$50. Rainwater causes damage to the shed contents. We would not cover the lawn mower as it was obsolete, didn't work and needed to be replaced.</p></div>

\*These items have limits. See **Contents with limits**



# Privacy, complaints and other important information

## Privacy

### Australia Post and your privacy

In this Privacy Statement, the use of 'we', 'our' or 'us' means Australia Post unless specified otherwise. Australia Post understand that privacy is important to *you* – it is to Australia Post too. That's why we respect *your* personal information and are committed to protecting it when providing products and services to *you*.

Australia Post collects *your* personal information to provide *you* with cover. *Your* information will be shared with a third party assisting us with the administration of this service. *Your* information is handled in accordance with the Australia Post Group Privacy Statement, which outlines how to access and/or correct *your* information, or make a privacy related complaint. For more information please visit [auspost.com.au/privacy](https://auspost.com.au/privacy).

### QBE and your privacy

We take the security of *your* personal information seriously.

We will collect personal information directly from *you* when *you* deal with *us*, or sometimes through *our* agents, other companies in the QBE group or suppliers acting on *our* behalf. We will only ever collect the personal information we need in order to provide *our* services to *you*, such as issuing and administering *our* products and services and processing claims. We will obtain consent before collecting sensitive information, such as health information, unless we are required or permitted by law to collect it without consent. Sometimes we may store and disclose *your* personal information overseas. When we do this, we ensure *your* information is retained in accordance with the Australian Privacy Act 1988 and local privacy laws.

Our Privacy Policy describes in more detail from whom we collect personal information, as well as where we store it and the ways we could use it. You can find it at [qbe.com/au/about/governance/privacy-policy](https://qbe.com/au/about/governance/privacy-policy)

If *you* would like to access or correct *your* personal information please contact *us* at [customercare@qbe.com](mailto:customercare@qbe.com) or on 1300 650 503.

## Complaints

We're here to help. If *you're* unhappy with any of *our* products or services, or the service or conduct of any of *our* suppliers, please let *us* know and *we'll* do *our* best to put things right.

### Step 1 – Talk to us

*Your* first step is to get in touch with the team looking after *your* policy or claim. *You'll* find their contact details on *your* policy documents, letters or emails from *us*.

Please provide *our* team with as much information as possible so they can try to fix the problem quickly and fairly.

For additional assistance in lodging a complaint, please refer to [qbe.com/au](http://qbe.com/au)

### Step 2 – Customer Relations

If *your* complaint isn't resolved by the team looking after *your* policy or claim, *you* can ask them to refer *your* complaint on to *our* Customer Relations team. A Dispute Resolution Specialist will review *your* complaint independently and provide *you* with *our* final decision.

*You* can also contact the Customer Relations team directly:

**Phone:** 1300 650 503  
**Fax:** (02) 8227 8594  
**Email:** [complaints@qbe.com](mailto:complaints@qbe.com)  
**Post:** GPO Box 219, Parramatta NSW 2124

### Step 3 – Still not resolved?

If *we're* unable to resolve *your* complaint to *your* satisfaction within a reasonable time, or *you're* not happy with *our* final decision, *you* can refer *your* complaint for external dispute resolution by contacting the Australian Financial Complaints Authority (AFCA). We are a member of AFCA and their decisions are binding on *us*.

**Phone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Post:** GPO Box 3, Melbourne VIC 3001

AFCA will inform *you* if *your* complaint falls within its jurisdiction. Time limits apply to most complaints to AFCA. For more information, visit [afca.org.au](http://afca.org.au)

## More information

You can find more information about how we deal with complaints on *our* website at [qbe.com/au](http://qbe.com/au) or you can call us on 133 723 to speak with us or request a copy of *our* complaints brochure at no charge by us.

## Complaints about your direct debits

If you pay for *your* policy by direct debit and have a concern about *your* deductions, please talk to the team looking after *your* policy, or contact *your* financial institution in the first instance. If *your* concern isn't resolved, you can follow *our* complaints process.

## Complaints just about privacy

If you're not happy with how we've handled *your* personal information, call us on 1300 650 503 or email us at [customercare@qbe.com](mailto:customercare@qbe.com) If you're not satisfied with *our* response, you can contact the Office of the Australian Information Commissioner (OAIC):

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Post: GPO Box 5288, Sydney NSW 2001

## General Insurance Code of Practice

QBE is a signatory to the General Insurance Code of Practice (Code) and is committed to providing high standards of service. The Code covers topics like buying insurance, how claims are handled, what happens if financial hardship occurs, and complaint handling. You can read the Code at [codeofpractice.com.au](http://codeofpractice.com.au)

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code. For more information about the Code Governance Committee please visit [insurancecode.org.au](http://insurancecode.org.au)

## Misuse of our products and family violence

We do not condone the misuse of *our* products for the purpose of financial abuse or disadvantage, including through family and domestic violence. We are here to provide support to *our* customers who may be impacted. Further details about *our* Family and Domestic Violence Customer Support Policy are available at [qbe.com/au](http://qbe.com/au)

## Financial Claims Scheme

This policy is protected under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the unlikely event QBE becomes insolvent. *You* may be entitled to access the FCS if *you* meet the eligibility criteria. For more information, contact the Australian Prudential Regulation Authority (APRA):

**Phone:** 1300 558 849

**Online:** [www.apra.gov.au/financial-claims-scheme-general-insurers](http://www.apra.gov.au/financial-claims-scheme-general-insurers)



# Part B: Financial Services Guide

Preparation Date: 29 July 2024

## About this Financial Services Guide (FSG)

This FSG is issued by Australian Postal Corporation (ABN 28 864 970 579 Authorised Representative No. 338646) (Australia Post) and Australia Post Services Pty Ltd (ABN 67 002 599 340 AFS Licence No. 457551) (Australia Post Services) (together in this FSG ‘we’, ‘our’, ‘us’). We are responsible for the content in this FSG and not QBE.

The purpose of this FSG is to assist you in deciding whether to use any of the financial services offered by us relating to insurance products issued by QBE Insurance (Australia) Ltd and how we provide financial services, including:

- How you can contact us;
- What financial services we are authorised to provide;
- How we and other relevant parties are paid in relation to the services offered; and
- What to do if you have a complaint.

## What documents should you receive?

This FSG is combined with the Product Disclosure Statement (PDS), which you receive when we arrange for the issue of a financial product to you. The PDS sets out the significant features of the product(s) and is designed to assist you make informed choices about the financial product(s).

## How you can contact us?

You can contact Australia Post and Australia Post Services by:

**Phone:** 13 13 18 from Australia, or +61 3 8847 9045 from overseas  
**Mail:** Australia Post Customer Sales and Service  
GPO Box 9911 Melbourne VIC 3001  
**Website:** [www.auspost.com.au](http://www.auspost.com.au)

## **How is Australia Post authorised?**

In providing the financial services referred to in this FSG, Australia Post is acting as an Authorised Representative of Australia Post Services who is the holder of an Australian Financial Services Licence.

## **What financial services are we authorised to provide?**

Australia Post Services and Australia Post (on behalf of Australia Post Services) are authorised to provide financial services in relation to general insurance products.

We are authorised to arrange the issue of householder insurance when you purchase a householder insurance product online and we are also authorised to provide general advice in marketing materials about householder insurance but we are not authorised to give personal advice. This means any commentary, statements of opinion and recommendations by us in relation to householder insurance contain only general advice. That is, such statements of opinion and recommendations have been prepared without taking into account your personal objectives, financial situation or needs.

## **Responsibility and Compensation Arrangements**

Australia Post will be acting on behalf of Australia Post Services. Australia Post Services is therefore responsible for the financial services performed by Australia Post as described in this FSG. Australia Post Services has professional indemnity insurance cover and other internal arrangements in place in respect of financial services provided to retail clients. These arrangements comply with the requirements of Section 912B of the Corporations Act 2001.

## **How are we remunerated for providing the financial services?**

Australia Post offers householder insurance products under a distribution agreement with QBE Insurance Australia Ltd (QBE). QBE is an Australian Financial Services Licensee (AFSL 239545), and is licensed to deal in, and provide advice on, general insurance products. Australia Post receives remuneration calculated as a percentage of the premium you pay (excluding taxes and charges for the insurance product). All remuneration is included in the cost of the insurance product. Australia Post receives remuneration from QBE of up to 20% of the premium for householder insurance policies.

## How we pay other parties

If you have been introduced to QBE or us by another person or entity with whom we have an arrangement, we may pay them a referral fee should you take out insurance issued by QBE. Where a referral fee is paid, it will be at no additional cost to you and will be appropriately disclosed by the referring entity in accordance with applicable laws.

## What should you do if you have a complaint?

If you have a complaint about the services provided by us, you should contact Australia Post by:

**Phone:** 13 13 18 from Australia, or +61 3 8847 9045 from overseas  
**Mail:** Australia Post Customer Sales and Service  
 GPO Box 9911 Melbourne VIC 3001  
**Website:** [www.auspost.com.au](http://www.auspost.com.au)

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Telephone:** 1800 931 678 (free call)  
**In writing to:** Australian Financial Complaints Authority,  
 GPO Box 3, Melbourne VIC 3001

## Authorisation

The distribution of this FSG by Australia Post has been authorised by Australia Post Services.

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# Need help or need to make a claim?



13 70 11



[auspostenquiries@qbe.com](mailto:auspostenquiries@qbe.com)



[auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance)



PO Box 454, Parramatta NSW 2124



**Australia Post**