



Home Insurance

Additional Information Guide

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

This Guide applies to new and renewing policies effective from 17 February 2025 and should be read together with the QBE Home Insurance Product Disclosure Statement (PDS) QM8697.



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

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

Description
Including its location, types of construction materials, when your home was built, the type of building it is, the type of any swimming pool or spa it has, its number of storeys and the extent to which any part of it is above or below the ground.
The higher the sum insured for your home and/or contents, the higher your premium will be.
Your premium will be higher if the home is your holiday home, compared to if it is your primary residence.
Your premium will be higher if you list jewellery and/or watches and if you want them to be covered outside of a safe.
Including the age of the oldest insured and any buildings or contents insurance claims made in the relevant three year period. Your premium may be higher depending on the type of claim and how long ago it was.
Your premium may be higher for up to three following policy years, after one or more claims on your policy.
The higher the basic excess(es) you have selected, the lower your premium will be.
Your premium will be lower if you pay for your policy annually instead of by instalments.



Information relating to premium calculation

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

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

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

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

Cover options

An additional premium applies for each option that you add to your policy:



Accidental Damage option

The additional premium for this option is determined based on your other policy details, as well as any accidental damage insurance claims made by household members and anyone covered in the relevant three year period, and any accidental damage claims made on your policy in the prior three years.



Portable Contents option

The additional premium for this option is determined based on the type of items you want covered away from your home and their sum insured. We also consider any portable contents insurance claims made by household members and anyone covered in the relevant three year period, and any portable contents claims made on your policy in the prior three years.

Renewals

Each time you renew your policy, your premium is likely to change even if your insured circumstances haven't changed. This is because we use many factors to set your premium.

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

Discounts

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

Discount type	Description
Combined Policy Discount	A 10% discount is automatically applied when you take out both buildings and contents cover for the same address under the one policy.
Risk Mitigation Discount	This discount is currently available to owner occupied freestanding homes in
(Queensland only)	Queensland which have been certified for the completion of cyclone mitigation upgrades under the Queensland Government 'Stronger Homes - Household Resilience Program'. The size of discount depends on the type of upgrade made to the home.





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

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

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

How we apply the excess(es) for unspecified items worth more than the standard policy limit

Where a maximum limit is applicable under 'Contents with Limits', the excess will be applied to the claim prior to applying the maximum limit.

For example, if a ring worth \$4,000 was stolen from the home and it had not been listed as a Specified Contents item, the \$2,500 per item standard policy limit for jewellery would apply. If the Basic Excess - Contents was \$500, this would be applied to the \$4,000 claim, rather than to the \$2,500 maximum limit. Therefore, \$2,500 would be payable.

If the ring had been listed as a Specified Contents item for \$4,000, we would pay \$3,500 i.e. the \$4,000 claim less the \$500 excess.

If the stolen ring was worth only \$1,000, we would pay \$500 i.e. \$1,000 less the \$500 excess.

When does an excess apply?



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



Claim payment examples



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

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

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

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

Example 1 - Hail damage to garage roof

Tony's garage roof is damaged by hail during a storm.

Insurance details

Buildings sum insured	\$600,000	Basic Excess - Buildings	\$500
Buildings Sum Insured	Sligible	Basic Excess - Contents	\$600
Safeguard	Liigible	Cover option(s) selected	None
Contents sum insured	\$100,000	Mortgage	Nil
Specified Contents	None listed	Premium	Paid by instalments

How we settled the claim

Excess	\$300 	Buildings from Tony.
Total claim cost Excess	\$3,500 \$500	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood". Since this claim was only for the buildings, we collected the Basic Excess -
Cost of repairs	\$3,500	We arranged to repair Tony's roof.



Example 2 - Theft of contents

Thieves broke into Sylvia's home while she was out. They smashed a window to gain entry to the home and stole a necklace, ring and \$500 in cash.

Insurance details

Buildings sum insured	\$550,000	Basic Excess - Buildings	\$750
Buildings Sum Insured	Eligible	Basic Excess - Contents	\$500
Safeguard	Ligible	Cover option(s) selected	None
Contents sum insured	\$120,000	Mortgage	Nil
Specified Contents	2 carat cushion cut diamond engagement ring for \$3,500	Premium	Paid by instalments

How we settled the claim

Cost of repairs	\$700	We arranged to repair Sylvia's window glass.
Replacement cost of necklace	\$2,500	Independent qualified assessors value the necklace at \$3,000. Under this policy, jewellery has a standard policy limit. The maximum cover provided per item of jewellery is \$2,500.
		If Sylvia had listed the necklace on her policy for \$3,000 as 'Specified Contents', she would have been entitled to the full replacement cost of \$3,000.
Replacement cost of ring	\$3,500	We paid the cost to replace the ring, because it was listed as 'Specified Contents' and independent qualified assessors provided a similar market valuation.
Cash stolen	\$500	We replaced the stolen cash.
Total claim cost	\$7,200	We accepted this claim under the insured event "Theft or burglary".
Excess	\$750	Since this claim was for the buildings and contents, we collected the highest applicable Basic Excess from Sylvia.
Total paid out by us	\$6,450	



Example 3 - Fire claim

A bushfire destroys Lucy's home. When rebuilding, she would like to have a solar hot water heating system installed. Lucy requires accommodation during the 24 weeks it takes to rebuild. Lucy wishes to use her own builder and arrange her own accommodation.

Insurance details

Buildings sum insured	\$600,000	Basic Excess - Buildings	\$750
Buildings Sum Insured	Eligible	Basic Excess - Contents	N/A
Safeguard	Liigibic	Cover option(s) selected	None
Contents sum insured	Not selected	Mortgage	Nil
Specified Contents	N/A	Premium	Paid annually

How we settled the claim

Rebuilding costs for Lucy's building	\$640,000	Lucy's building was assessed as a total loss and the cost of rebuilding was greater than the buildings sum insured.
		We automatically increased the buildings sum insured paid to Lucy to rebuild the home as per cover provided under the 'Buildings Sum Insured Safeguard'.
Replacement cost of Lucy's contents	\$ 0	We did not cover the cost to replace contents as Lucy did not choose to cover her contents.
Cost of temporary accommodation	\$24,000	We paid the necessary and reasonable cost of temporary accommodation for Lucy and her family.
Installation costs of solar hot water system	\$2,500	Post rebates, the solar hot water system cost \$4,000. The maximum cover provided for "Environmental upgrades - buildings" is \$2,500.
Total claim cost	\$666,500	We accepted this claim under the insured event "Fire".
Excess	\$750	We collected the Basic Excess - Buildings from Lucy.
Total paid out by us	\$665,750	

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



Example 4 - Cyclone claim

A cyclone destroyed Yang's home and contents eight months into his period of insurance. As he plans to move interstate, Yang does not wish to rebuild the home. It would have cost \$455,000 and taken 30 weeks to rebuild Yang's home. Yang's mortgage has an outstanding balance of \$52,000.

Insurance details

Buildings sum insured	\$455,000	Basic Excess - Buildings	\$500
Buildings Sum Insured	Eligible	Basic Excess - Contents	\$500
Safeguard	Lingibile	Cover option(s) selected	None
Contents sum insured	\$100,000	Mortgage	Yes
Specified Contents	None listed	Premium	Paid by instalments

How we settled the claim

Total paid out by us	\$588,220	
Remaining premium instalments	\$680	Before we finalised his claim, Yang paid us his remaining instalments.
Excess	\$500	Since this claim was for the buildings and contents, we collected the highest applicable Basic Excess from Yang.
Total claim cost	\$589,400	We accepted this claim under the insured event "Storm, storm surge, rain, hai or flood".
Cost to discharge mortgage	\$1,200	We reimbursed Yang the cost to discharge his mortgage.
Cost of temporary accommodation	\$30,000	We paid the reasonable costs of temporary accommodation for Yang and his family for 30 weeks (the time it would have taken to rebuild Yang's home).
Replacement cost of Yang's contents	\$103,200	The property was assessed as a total loss. As eight whole calendar months had passed since the start of the period of insurance, we increased the contents sum insured by 3.2% to \$103,200 as per cover provided under the 'Sum(s) insured adjustment feature'.
Amount paid to Yang	\$403,000	We paid Yang the cost to rebuild, less the amount owing on his mortgage.
Amount paid to the finance company	\$52,000	We first paid the bank the amount owing on Yang's mortgage.
Rebuilding costs for Yang's building	\$455,000	The property was assessed as a total loss.

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



Example 5 - Collision damage to boundary fences

\$5,000

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

Insurance details

Total paid out by us

		· · · · · · · · · · · · · · · · · · ·	
Buildings sum insured	\$350,000	Basic Excess - Buildings	\$1,000
Buildings Sum Insured	Eligible	Basic Excess - Contents	\$600
Safeguard	Liigibic	Cover option(s) selected	None
Contents sum insured	\$80,000	Mortgage	Yes
Specified Contents	None listed	Premium	Paid by instalments
How we settled the	claim		
How we settled the Cost of repairs	claim \$6,000		
Cost of repairs	\$6,000	shared fence, we paid 50% o	<u> </u>
		shared fence, we paid 50% o	



Example 6 - Air conditioner fails

Novane's air conditioner was eight years old when the motor failed. A technician confirmed that it had been burnt out by an electric current and couldn't be repaired.

Insurance details

Specified Contents	N/A	Premium	Paid by instalments
Contents sum insured	Not selected	Mortgage	Yes
Safeguard	3	Cover option(s) selected	None
Buildings Sum Insured	Eligible	Basic Excess - Contents	N/A
Buildings sum insured	\$530,000	Basic Excess - Buildings	\$500

How we settled the claim

Total paid out by us	\$1,600	
Excess	\$500	Since this claim was only for the buildings, we collected the Basic Excess - Buildings from Novane.
Total claim cost	\$2,100	We accepted this claim under the insured event "Burnout of electric motors".
Replacement of air conditioner	\$2,100	We paid to replace the air conditioner.



Example 7 - Carpet damage

While painting a feature wall in his loungeroom, Aaron accidentally dropped an open tin of paint from his ladder onto the carpet. The carpet was damaged beyond repair. Aaron's lounge and dining room had the same carpet and were connected by an opening of 164cm.

Insurance details

Total paid out by us

\$6,500

Buildings sum insured	\$680,000	Basic Excess - Buildings	\$750
Buildings Sum Insured Safeguard		Basic Excess - Contents Cover option(s) selected	\$500 Accidental Damage option
	eligible		
Contents sum insured	\$71,000	Mortgage	Yes
Specified Contents	None listed	Premium	Paid by instalments
How we settled the cla	aim		
		We replaced the carpet in both the lounge and dining room, because they had the same carpet and the opening between them is more than 82cm so we consider them as one room.	
Replacement carpet cost	\$7,000	the same carpet and the ope	ening between them is more than 82cm
Replacement carpet cost Total claim cost	\$7,000 \$7,000	the same carpet and the ope so we consider them as one	ening between them is more than 82cm



Example 8 - Burst dishwasher hose

A hose to Loretta's dishwasher burst and flooded her kitchen, damaging the interior of her kitchen cupboards. She called a plumber who charged \$150 to replace and connect the new hose. She then called us to make a claim.

Insurance details

Buildings sum insured	\$440,000	Basic Excess - Buildings	\$250
Buildings Sum Insured	Eligible	Basic Excess - Contents	\$750
Safeguard		Cover option(s) selected	None
Contents sum insured	\$55,000	Mortgage	Yes
Specified Contents	None listed	Premium	Paid by instalments
How we settled the c	laim		
Renairs to kitchen	\$3 300	We renaired the kitchen cur	phoards

Total paid out by us	\$3,050	
Excess	\$250	Since this claim was only for the buildings, we collected the Basic Excess - Buildings from Loretta.
Total claim cost	\$3,300	We accepted this claim under the insured event "Escape of water or other liquid".
cupboards	ψ3,550	We did not reimburse Loretta for the new hose as we do not replace the item that causes the escape of water or other liquid.
Repairs to kitchen	\$3,300	We repaired the kitchen cupboards.



Example 9 - Trip and fall on steps

Chad tripped and fell on the front steps to Peter's home.

Chad suffered injuries that required treatment and he was unable to work for a short period of time. Chad brought a claim against Peter alleging that he was legally liable for his injuries because the incident occurred at his home, and his steps were too slippery.

Peter notified us of the claim Chad had brought against him. We investigated the claim and assessed that there was a high probability that Peter would be held liable if the matter was to proceed to Court.

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

Insurance details

Buildings sum insured	\$720,000	Basic Excess - Buildings	\$1,000
Buildings Sum Insured	CO Fliathle	Basic Excess - Contents	N/A
Safeguard	eligible Eligible	Cover option(s) selected	None
Contents sum insured	Not selected	Mortgage	Yes
Specified Contents	N/A	Premium	Paid by instalments

How we settled the claim

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

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