



Contents Insurance

Additional Information Guide

This Additional Information Guide (Guide) for Australia Post Contents 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 Australia Post Contents Insurance Combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) QM8726.

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

Relationship between the parties

This Australia Post Contents 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 Contents Insurance. For details on how APC and APS are remunerated please see the Financial Services Guide section in the Combined FSG and PDS.





Premium

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

When calculating your premium we take a number of factors into account, including the following:

Factor	Description
Information about your home	Including its location, types of construction materials, when it was built, the type of any swimming pool or spa it has, type of building, number of storeys and the extent to which any part of it is above or below the ground.
The contents sum insured	The higher the sum insured for your contents, the higher your premium will be.
The Specified Contents listed	Your premium will be higher if you list jewellery and/or watches and if you want them to be covered outside of a safe.
Information about household members and anyone covered	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.
Claims made on your policy	Your premium may be higher for up to three following policy years, after one or more claims on your policy.
Your selected Basic Excess	The higher the Basic Excess you have selected, the lower your premium will be.
Your payment frequency	Your premium will be lower if you pay for your policy annually instead of by instalments.

Information relating to premium calculation

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

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

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

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

Cover options

An additional premium applies 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.



Excess

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

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

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

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 shown on your Certificate of Insurance				Unoccupied Property Excess
	Basic Excess - Contents	Imposed Excess	Renovation, Alteration, Addition or Repair Excess	Unoccupied Property Excess for Agreed Period	
Type of claim		May apply due to your claims history	Only applies if we have agreed to provide cover for the works and the damage occurs as a direct result of the work being carried out	Only applies if we have agreed to provide cover for the period of unoccupancy and the incident occurs more than 90 days after your property was first unoccupied	Applies if you do not tell us that your property address will be unoccupied. Number of consecutive days unoccupied: 91-365 days: \$1,500 366+ days: \$4,500
Insured events					
Fire					
Escape of water or other liquid					
Accidental breakage of glass or sanitary fixtures	✓	✓	✓	✓	✓
Explosion					
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 to your policy					
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 – Storm damage to contents

Heavy rain damaged Kylie's lounge, coffee table and rug when hail smashed her loungeroom window during a bad storm.

Insurance details

Contents sum insured	\$100,000	Basic Excess - Contents	\$750
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Cost of new lounge	\$2,000	The lounge can't be repaired. We replaced it with a new one.
Cost of new coffee table	\$400	The coffee table can't be repaired. We replaced it with a new one.
Cost of new rug	\$500	The rug can't be repaired. We paid Kylie what it would have cost to replace her rug as she wants to buy one in a different style.
Total claim cost	\$2,900	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$750	We collected the Basic Excess - Contents from Kylie.
Total paid out by us	\$2,150	

Example 2 – Theft of contents

Thieves broke into Peta's home while she was not at home. They smashed a window to gain entry to the home and stole a necklace, ring and \$500 in cash.

Insurance details

Contents sum insured	\$150,000	Basic Excess - Contents	\$600
Cover option(s) selected	None	Specified Contents	2 carat cushion cut diamond engagement ring for \$3,500
		Premium	Paid by instalments

How we settled the claim

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 Peta 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	\$6,500	We accepted this claim under the insured event "Theft or burglary".
Excess	\$600	We collected the Basic Excess - Contents from Peta.
Total paid out by us	\$5,900	

Example 3 – Fire claim

Three months into his period of insurance, a fire destroyed the townhouse Dean owned and lived in. Dean required alternative accommodation during the 28 weeks it took to rebuild.

Insurance details

Contents sum insured	\$80,000	Basic Excess - Contents	\$500
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid annually

How we settled the claim

Replacement costs of Dean's contents	\$80,960	Dean's contents were assessed as a total loss. As three calendar months had passed since the start of the period of insurance, the contents sum insured increased by 1.2% to \$80,960 as per cover provided under the 'Contents sum insured adjustment feature'.
Cost of temporary accommodation	\$25,000	Dean's alternative temporary accommodation cost \$28,000. The maximum cover provided for 'Temporary accommodation costs' under this policy is the greater of \$25,000 or 20% of the contents sum insured.
Strata levies due	\$1,000	Dean accumulated \$1,400 in strata levies for his townhouse while he lived in temporary accommodation. The maximum cover provided for 'Administrative fund contributions' is \$1,000.
Total claim cost	\$106,960	We accepted this claim under the insured event "Fire".
Excess	\$500	We collected the Basic Excess - Contents from Dean.
Total paid out by us	\$106,460	

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

Example 4 – Cyclone claim

Eight and a half months into his period of insurance, a cyclone destroyed the home that Simon rented and all of his contents were also destroyed. Simon's rent was \$450 a week. It took him four weeks to find another rental property to move into.

Insurance details

Contents sum insured	\$100,000	Basic Excess - Contents	\$500
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Replacement cost of Simon's contents	\$103,200	Simon's contents were 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 'Contents sum insured adjustment feature'.
Cost of temporary accommodation	\$2,200	The total cost of Simon's temporary accommodation was \$4,000. As Simon was a renter, we deducted \$1,800 from this which is the rent he would have paid during this time.
Total claim cost	\$105,400	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$500	We collected the Basic Excess - Contents from Simon.
Remaining premium instalments	\$680	Before we finalised his claim, Simon paid us his remaining instalments.
Total paid out by us	\$104,220	

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

Example 5 – Fridge motor fails

Stephanie's fridge was six years old when the motor failed. A technician confirmed that it had been burnt out by an electric current and can't be repaired.

Insurance details

Contents sum insured	\$150,000	Basic Excess - Contents	\$750
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Replacement of fridge	\$3,800	We paid to replace the fridge.
Total claim cost	\$3,800	We accepted this claim under the insured event "Burnout of electric motors".
Excess	\$750	We collected the Basic Excess - Contents from Stephanie.
Total paid out by us	\$3,050	

Example 6 – Carpet damage

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

Insurance details

Contents sum insured	\$71,000	Basic Excess - Contents	\$500
Cover option(s) selected	Accidental Damage option	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Cost of replacing the carpet	\$7,000	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.
Total claim cost	\$7,000	We accepted this claim under the "Accidental Damage option".
Excess	\$500	We collected the Basic Excess - Contents from Craig.
Total paid out by us	\$6,500	

Example 7 – Burst dishwasher hose

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

Insurance details

Contents sum insured	\$55,000	Basic Excess - Contents	\$500
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Repairs to kitchen cupboards	\$3,300	We repaired the kitchen cupboards. We did not reimburse Toni for the new hose as we do not replace the item that causes the escape of water or other liquid.
Total claim cost	\$3,300	We accepted this claim under the insured event "Escape of water or other liquid".
Excess	\$500	We collected the Basic Excess - Contents from Toni.
Total paid out by us	\$2,800	

Example 8 – Trip and fall on suitcase

While Angelo was waiting at the domestic airport for his plane, Jon tripped over Angelo’s nearby suitcase. Jon suffered injuries which required treatment and he was unable to work for a short period of time. Jon brings a claim against Angelo alleging that he was legally liable for his injuries because he had carelessly placed his suitcase in a walkway. Angelo notified us of the claim Jon had brought against him. We investigated the claim and assessed that there was a high probability that Angelo would be held liable if the matter proceeded to Court. We spoke to Jon and obtained further information from him about the extent of his injuries and his losses.

Insurance details

Contents sum insured	\$120,000	Basic Excess - Contents	\$750
Cover option(s) selected	None	Specified Contents	None listed
		Premium	Paid by instalments

How we settled the claim

Settlement paid to Jon	\$25,000	We assessed the evidence supporting Jon’s claim and compensated him to discharge Angelo’s legal liability.
Total claim cost	\$25,000	We accepted this claim under “Legal liability”.
Excess	\$0	Angelo’s claim was under the “Legal liability” section of his policy, so his Basic Excess - Contents did not apply.
Total paid out by us	\$25,000	