



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.

You should read this Guide together with the QBE Home Insurance Product Disclosure Statement (PDS) prepared on 22 September 2020 (QM8697-1020).

This Guide applies to new QBE Home Insurance policies which were both quoted for and purchased on or after 1 December 2020.



Premium

Your premium is the cost of buying 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 cover options you've chosen, the overall cost of claims we expect to pay and our expenses of doing business, as well as other commercial factors.

Your premium also includes any discounts you've received, GST and other applicable government fees, duties and charges.

We use many factors to set your premium. The importance we place on these factors can change, and how we combine them to set the premium differs from policy to policy.

The significant factors we use to set your premium are:

Factor	Description
Information about your home	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 sum insured of your home and/or contents	The higher the sum insured for your home and/or contents, the higher your premium will be.
How your home is occupied	Your premium will be higher if the home is your holiday home, compared to if it is your primary residence.
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(es)	The higher the basic excess(es) you have selected, the lower your premium will be.
Your payment frequency	Your premium will be approximately 10% lower if you pay for your policy annually instead of by instalments.

Cover options

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



Accidental Damage option

We determine the additional premium for this option 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

We determine the additional premium for this option 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'll 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.

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 (Queensland only)	This discount is currently available to owner occupied freestanding homes in 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.



Excess

When does an excess apply?

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

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

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

When does an excess apply?



	If shown on your Certificate of Insurance					
	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	If you make a claim for both your buildings and contents as a result of the same incident, you'll only have to pay the highest applicable 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've agreed to cover and incident occurs more than 90 days after your property was first unoccupied	Applies if you do not tell us that your property address will be unoccupied. Number of consecutive days unoccupied: 91-365 days: \$1,500 366+ days: \$4,500
Insured events						
Fire						
Escape of water or other liquid						
Accidental breakage of glass or sanitary fixtures	✓	✓	✓	✓	✓	✓
Explosion						
Accidental Damage						
Theft 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 loss or damage to buildings and/or contents	✓	✓	✓	✓	✓	✓
Accidental loss or damage to Portable contents	✓	✓	✓	✗	✗	✗



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

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


How we settled the claim

Cost of repairs	\$3,500	We arranged to repair Tony's roof.
Total claim cost	\$3,500	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$500	Since this claim was only for the buildings, we collected the Basic Excess - Buildings from Tony.
Total paid out by QBE	\$3,000	

Example 2 - Theft of contents

The thieves broke into Sylvia's home while she was out. They smashed a window to gain entry to the home and stole a \$3,000 necklace, \$1,500 ring and \$500 in cash.

Insurance details

Building sum insured	\$550,000	Basic Excess - Buildings	\$600
Buildings Sum Insured Safeguard	 Eligible	Basic Excess - Contents	\$500
Contents sum insured	\$120,000	Cover option(s) selected	None
Specified Contents	2 carat cushion cut diamond engagement ring for \$3,500	Mortgage	Nil
		Premium	Paid by monthly 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	\$600	Since this claim was for the buildings and contents, we collected the highest applicable Basic Excess from Sylvia.
Total paid out by QBE	\$6,600	

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

Building sum insured	\$600,000	Basic Excess - Buildings	\$500
Buildings Sum Insured Safeguard	 Eligible	Basic Excess - Contents	N/A
Contents sum insured	Not selected	Cover option(s) selected	None
Specified Contents	None Listed	Mortgage	Nil
		Premium	Paid annually

How we settled the claim


Rebuilding costs for Lucy's building	\$640,000	<p>We determined Lucy's building was a Total loss and the cost of rebuilding was greater than the Buildings sum insured.</p> <p>We automatically increased the buildings sum insured paid to Lucy to rebuild the home as per cover provided under the 'Buildings Sum Insured Safeguard'.</p>
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	\$500	We collected the Basic Excess - Buildings from Lucy.
Total paid out by QBE	\$666,000	

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 cost \$455,000 to rebuild Yang's home and would have taken 30 weeks to rebuild. Yang's mortgage has an outstanding balance of \$52,000.

Insurance details

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

How we settled the claim


Rebuilding costs for Yang's building	\$455,000	We determined that the property was a Total loss.
Amount paid to the finance company	\$52,000	We first paid the bank the amount owing on Yang's mortgage.
Amount paid to Yang	\$403,000	We paid Yang the cost to rebuild, less the amount owing on his mortgage.
Replacement cost of Yang's contents	\$103,200	We determined that the property was 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'.
Cost of temporary accommodation	\$30,000	We paid the necessary and reasonable cost of temporary accommodation for Yang and his family.
Cost to discharge mortgage	\$1,200	We reimbursed Yang the costs to discharge his mortgage.
Total claim cost	\$589,400	We accepted this claim under the insured event "Storm, storm surge, rain, hail or flood".
Excess	\$500	Since this claim was for the buildings and contents, we collected the highest applicable Basic Excess from Yang.
Remaining premium instalments	\$680	Before we finalised his claim, Yang paid us his remaining instalments.
Total paid out by QBE	\$588,220	

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

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

Building sum insured	\$350,000	Basic Excess - Buildings	\$1,000
Buildings Sum Insured Safeguard	 Eligible	Basic Excess - Contents	\$600
Contents sum insured	\$80,000	Cover option(s) selected	None
Specified Contents	None Listed	Mortgage	Yes
		Premium	Paid by monthly instalments


How we settled the claim

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

Example 6 - Air conditioner fails

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

Insurance details

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


How we settled the claim

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

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 is damaged beyond repair. Aaron's lounge and dining rooms had the same carpet and were connected by an opening of 164cm.

Insurance details

Building sum insured	\$680,000	Basic Excess - Buildings	\$700
Buildings Sum Insured Safeguard	 Eligible	Basic Excess - Contents	\$500
Contents sum insured	\$71,000	Cover option(s) selected	Accidental Damage option
Specified Contents	None Listed	Mortgage	Yes
		Premium	Paid by monthly instalments


How we settled the claim

Replacement carpet cost	\$7,000	We replaced the carpet in both the lounge and dining room, because they have 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	Since this claim was only for the contents, we collected the Basic Excess - Contents from Aaron.
Total paid out by QBE	\$6,500	

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 QBE to make a claim.

Insurance details

Building sum insured	\$440,000	Basic Excess - Buildings	\$250
Buildings Sum Insured Safeguard	 Eligible	Basic Excess - Contents	\$500
Contents sum insured	\$55,000	Cover option(s) selected	None
Specified Contents	None Listed	Mortgage	Yes
		Premium	Paid by monthly instalments

How we settled the claim

Repairs to kitchen cupboards	\$3,300	We repaired the kitchen cupboards. 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.
Total claim cost	\$3,300	We accepted this claim under the Insured Event "Escape of water or other liquid".
Excess	\$250	Since this claim was only for the buildings, we collected the Basic Excess - Buildings from Loretta.
Total paid out by QBE	\$3,050	

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 QBE of the claim Chad has brought against him. We investigated the claim and determined that Peter would be held liable if the matter was to proceed to a Court.

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

Insurance details

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

How we settled the claim

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