



# Landlord Insurance

## Combined Financial Services Guide and Product Disclosure Statement

For residential landlords



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, which is Australia's largest international general insurance and reinsurance group. QBE has been helping Australians protect the things that are important to them since 1886. *Our* purpose is to give people the confidence to achieve their ambitions.

# Relationship between the parties

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

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

## 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 investments that have additional social or environmental features. So, when *you* choose *us* as *your* insurer, *your* premium automatically does some good.

# Who this product is designed for

This product is designed for:

- ✓ Landlords who own a residential property such as a house, unit, flat or apartment that is:
  - rented out in its entirety to *tenants* as their primary residence;
  - under a *lease agreement* that complies with the relevant residential tenancies law (*formal lease*); or
- ✓ Landlords who own a residential property such as a house, unit, flat or apartment that is rented out to *paying guests* for short term holiday purposes, where:
  - there is no legal requirement to have any *lease agreement*; and
  - all rental periods of the property are less than 3 months or, the maximum period allowed in any relevant legislation relating to holiday rentals, whichever is the shorter period; and
  - the entire *rental property* is rented out each time

even if *you* also use it as a holiday home for *you* and *your* family from time to time.

If *you* own and rent out a residential building such as a free-standing house, townhouse or duplex, *you* can insure *your buildings* and/or *contents*.

If *your rental property* is under a strata title or similar community strata scheme or under company title then *you* can only insure *your contents* (which will include any *fixtures* within or attached to the property that *you* own or are responsible for).

# Who it is not designed for

The product is not designed for:

- ✗ Anyone who lets out part of their property while they live there at the same time, for example letting out a room of their property or a granny flat, or, anyone who sub-lets their property.
- ✗ A home that is occupied by the owner as their primary residence. This policy contains no temporary accommodation benefit for when the property becomes *unliveable*.
- ✗ Tenants, renters or anyone else who has a landlord. This policy contains no temporary accommodation benefit for when the property becomes *unliveable*.
- ✗ Contents of a personal nature such as cash and jewellery as these types of contents would not typically be kept at a *rental property* by a landlord.
- ✗ Any property that is used to earn income or where a business of any kind is being operated other than *you* renting the property out.
- ✗ Properties managed by hotels, motels or similar or that are not used in accordance with laws such as those relating to local government, zoning or land usage requirements, or the by-laws or constitution of a *strata body corporate*.

The Rent Default by Tenant option is only available to landlords who have a *lease agreement* in place that complies with the relevant residential tenancies law (*formal lease*). The option is not available to landlords who rent their rental properties out on a *casual let* basis.

There is no Workers' Compensation cover available under this policy.

This policy does not cover a building which is a block of flats or strata buildings. Landlords can insure their *contents* contained within these buildings only. If *you* have more than one unit, flat or apartment, *you* will need to insure the *contents* in each one under a separate policy.

## Who it is not designed for (continued...)

This product does not cover any of the following buildings or the contents contained in any of them:

- hotels, motels, nursing homes, boarding houses;
- hostels, guest houses or backpacker accommodation, farm stays, share houses, serviced apartments, resorts, dormitories, halfway houses or similar;
- caravans, mobile homes, portable homes;
- houseboats;
- shipping containers;
- sheds (where there is no other residence at the *property address*);
- display homes;
- buildings in the course of construction;
- buildings in the course of being demolished or that are vacant pending demolition;
- condemned buildings;
- a temporary building or structure;
- homes located outside of Australia.



If *you* purchase this product and it is not designed for *your* circumstances, *you* may not get:

- the value from it that *you* expected; or
- any value from the product at all.

This PDS does not consider *your* objectives, financial situation or needs. Before deciding to buy this policy and whether the cover is right for *you*, please consider both the PDS and *your* particular circumstances.

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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*



Information in this PDS might change. If the change is adverse then we'll issue an SPDS or a new PDS at renewal. All updates (whether adverse or not adverse) will be made available at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or you can request an up-to-date paper copy at no charge by us.

## Receiving your policy documents

We'll normally email *your* policy and other related documents. We'll consider an email to be received by *you* when it enters *your* mail server, but in any event no later than 24 hours from the time it's sent out of *our* data system. *You* can choose to receive *your* policy documents by post and *you* can change *your* preference at any time. It's *your* responsibility to make sure we have *your* current email and mailing address on record, so *you* must let *us* know as soon as these change.

## About this PDS

This PDS tells *you* about the Australia Post Landlord 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.

## 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.

## 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

---

You sell the *rental property*

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You're planning construction work including renovations, alterations, additions or repairs at the *property address* with a commercial value greater than \$20,000

---

You know your *rental property* will be *unoccupied* for any period longer than 90 consecutive days

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The occupancy of your *rental property* changes, for example, it changes from *formal lease* to *casual let* (or the other way around), or you decide to move into it yourself

---

You start operating a business, or generating a regular income (other than residential rental income) at the *property address*

---

You add or change mortgage lenders, if you have *buildings cover*

---

You want to increase your sum(s) insured

---

Your weekly rental income changes, if you have the Rent Default by Tenant option

---

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 the optional cover, *you* increase *your* sum(s) insured) or the occupancy changes from *formal lease* to *casual let* (or the other way around) 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 to *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 *your* cover and we don't agree to the change, then we will let *you* know and the policy will continue unchanged.

## Changes to your circumstances

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, or removing or changing supporting walls, underpinning, foundations or piers in a residential building at the *property address*;
- *you* start operating a business, or generating a regular income (other than residential rental income) at the *property address*; or
- the occupancy of *your rental property* changes, for example *you* decide to stop renting it out and move into it yourself.

Contact 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*.

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, for example if *your rental property* is going to be *unoccupied* for more than 90 days, we will consider it under *our* underwriting rules and processes at the time.

## Your sums insured

*Your rental property* 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 rental property* was a free-standing house and it was *damaged* significantly in a fire, and *your sum(s) insured* wasn't enough to fully rebuild it 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 buildings*;
- 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*.

Under this policy, *your buildings* includes *fixtures* such as carpets, linoleum, floating floors and other fixed floor coverings, curtains and internal blinds.

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 rental property* and land.

## Buildings Sum Insured Safeguard

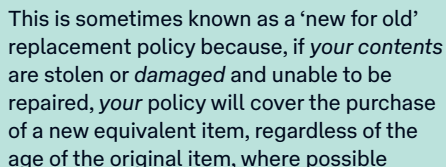
If *you* have the Buildings Sum Insured Safeguard, it will be shown on *your Certificate of Insurance*. If you have the Safeguard and have a claim that exceeds *your buildings* sum insured, we'll pay up to 30% more than the *buildings* sum insured shown on *your Certificate of Insurance*. This Safeguard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

- 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 Landlord 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, regardless of the age of the original item, where possible

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

**Note:** If *you* are a *strata lot owner*, remember to include the new replacement value of *your strata fixtures* in *your contents sum insured*.

## Changing your sum(s) insured

You should consider updating your *buildings* and/or *contents* sums 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 you determine that you are underinsured, for example, after getting advice from a quantity surveyor on the replacement value of your <i>rental property</i> or, after reassessing the value of your <i>contents</i> while making an inventory of your possessions.	✓	✓
You buy items that increase the value of your <i>contents</i>		
<div> If you're a <i>strata lot owner</i>, you should also consider changing your sum(s) insured when you make any changes to <i>strata fixtures</i> which the <i>strata body corporate</i> is not required by law or its constitution to insure, for example, if you install a new kitchen.</div>	✗	✓

**Note:** Limits apply to some *contents* items.  
See **Contents with limits**.

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 0.4% for each whole calendar month until *you* next renew *your* policy to help with increases in replacement costs.

For an example of how the sums insured adjustment feature works in practice, see the Australia Post Landlord 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 x 0.4% 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.

## Overinsuring

If *you* overinsure *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.

**Note:** *You cannot insure the building if you are a strata lot owner. This must be insured by the strata body corporate.*

## Buildings cover

This cover applies to the *buildings* 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?

## 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 Rent Default by *Tenant* 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*.

Whether we agree to provide the option will depend on our underwriting rules and processes at the time. Under no circumstances is it available for *casual lets*.

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?](#)

### What you're covered for

We'll cover you:

- for *damage to your contents* at the *property address*, caused by the Insured Events listed in this PDS;
- under Standard Features applicable to *contents cover*;
- under the Rent Default by *Tenant* 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* if you are a *strata lot owner* with *contents cover* only.

Whether we agree to provide the option will depend on *our* underwriting rules and processes at the time. Under no circumstances is it available for *casual lets*.

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

### Contents with limits


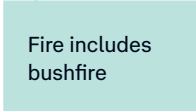

The most we will pay for *artworks*, *rugs* and *antiques* is \$20,000 per item, *set* or *pair*.


See the definitions of 'artworks' and 'antiques' as they have special meanings in this PDS.

## 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**.

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><i>damage</i> deliberately caused by <i>you</i> or someone with <i>your</i> consent</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>
 <b>Theft</b>	<p>loss or <i>damage</i> caused by theft or attempted theft, including by <i>tenants</i> or <i>paying guests</i></p> <p><b>Note:</b> As soon as possible after the theft or attempted theft, <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><b>Note:</b> See <b>Bond money and security bonds</b> for how <i>bond money</i> or a <i>security bond</i> is applied to claims for loss or <i>damage</i> for which <i>your tenant</i> or <i>paying guest</i> is responsible.</p>	<p>loss or <i>damage</i> caused by theft or attempted theft:</p> <ul style="list-style-type: none"><li>• by <i>you</i> or someone with <i>your</i> consent; or</li><li>• by anyone with whom <i>you're</i> legally required to have a <i>lease agreement</i> but <i>you</i> don't have one</li></ul>

Insured Event	We'll cover	We won't cover
<div></div> <div>Storm, storm surge, rain, hail or flood</div> <div><div>↑</div><div>Storm includes cyclone</div></div>	<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 <b>Storm, storm surge, rain, hail or flood</b></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 rental property</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> or a reasonable person in the circumstances would have known may result in further <i>damage</i> and, if <i>you</i> are a <i>strata lot owner</i>, <i>you</i> have not advised the <i>strata body corporate</i>; or</li></ul></li><li>due to lack of maintenance</li></ul> <div><div>↑</div><div>For example, where gutters overflow due to a build-up of leaves or other debris.</div></div>

Continued next page...

Insured Event	We'll cover	We won't cover
<p>Storm, storm surge, rain, hail or flood</p> <p>(continued...)</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><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>

Insured Event	We'll cover	We won't cover
 Lightning	<i>damage caused by a lightning strike</i>	
 Earthquake or tsunami	<i>damage caused by an earthquake</i> <i>damage caused by a tsunami</i> <i>damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the <b>Earthquake or tsunami</b></i> <i>Note: All damage caused by earthquake or tsunami, occurring within 7 days of the first damage occurring, will be regarded as damage resulting from one incident. If any earthquake or tsunami damage occurs after that, each subsequent 7 day period in which damage occurs will be regarded as a separate incident.</i>	<i>damage caused by any action of the sea</i>

↑

An excess applies for each *incident*.

Insured Event



Escape of water  
or other liquid

We'll cover

*damage* caused by water or other liquid which suddenly and unexpectedly escapes from:

- a plumbing system;
- a water main or pipe;
- a bath, fixed basin or sink;
- a waterbed;
- a fixed heating or cooling system;
- roof gutters or downpipes;
- a tank;
- a toilet system;
- *white goods*; or
- a swimming pool or spa

*damage* 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**

If *you* have *buildings* cover and we have agreed to pay *your* claim for *damage* caused by escape of water or other liquid, *we'll* also pay the *reasonable cost* of a qualified and properly equipped supplier to:

- find the source of the escaped water or other liquid; and

We won't cover

*damage*:

- deliberately caused by *you* or someone with *your* consent;
- to *your* swimming pool or spa due to hydrostatic pressure;
- due to water escaping from a shower recess or shower base;
- due to:
  - lack of maintenance;



For example, where gutters overflow due to a build-up of leaves or other debris


- a defect or faulty workmanship; or
- a gradual process such as condensation, rising damp or splashing;



that:


- *you* were aware of, or a reasonable person in the circumstances would have been aware of;
- *you* knew, or a reasonable person in the circumstances would have known may result in water or other liquid *damage* or further damage; and




Insured Event	We'll cover	We won't cover
<p><b>Escape of water or other liquid</b> (continued...)</p>	<ul style="list-style-type: none"> <li>• repair any <i>damage</i> that was necessary in order to find the source</li> </ul> <div data-bbox="346 311 650 754"> <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> </div>	<ul style="list-style-type: none"> <li>◦ if <i>you</i> are a <i>strata lot owner</i>, you have not advised the <i>strata body corporate</i> of it</li> </ul> <p>costs to:</p> <ul style="list-style-type: none"> <li>• fix leaks;</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>
 <p><b>Accidental breakage of glass or sanitary fixtures</b></p>	<p>if <i>you</i> have <i>buildings</i> cover or <i>you</i> are a <i>strata lot owner</i> accidentally broken:</p> <ul style="list-style-type: none"> <li>• glass forming part of <i>your buildings</i> or <i>strata fixtures</i>, such as a shower screen or fixed mirror, 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; and</li> </ul> </li> <li>• ceramic, acrylic or fibreglass sanitary fixtures 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;</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;</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> <p>Continued next page...</p>

Insured Event	We'll cover	We won't cover
<p><b>Accidental breakage of glass or sanitary fixtures</b></p> <p>(continued...)</p>	<p>if you have <i>contents cover</i>, <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>damage to:</p> <ul style="list-style-type: none"><li>• glass forming part of a picture or television; or</li><li>• items normally carried by hand such as crockery, glassware, glass vases and ornaments</li></ul>
 <p><b>Vandalism or malicious act</b></p>	<p>damage caused by <i>vandalism or malicious act</i> including <i>vandalism or malicious act</i> by <i>tenants</i> or <i>paying guests</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 <i>us</i>. See <b>What you must do after an incident</b> for more information.</p> <p><b>Note:</b> See <b>Bond money and security bonds</b> for how <i>bond money</i> or a <i>security bond</i> is applied to claims for loss or <i>damage</i> for which <i>your tenant</i> or <i>paying guest</i> is responsible.</p>	<p>damage caused by <i>vandalism or malicious act</i>:</p> <ul style="list-style-type: none"><li>• by you or someone with <i>your consent</i>; or</li><li>• by anyone with whom you're legally required to have a <i>lease agreement</i> but you don't have one</li></ul> <p>chemical contamination by an illegal or controlled drug caused by <i>your tenant</i>. But see the cover under Standard Feature - <b>Chemical decontamination costs</b></p>

Insured Event	We'll cover	We won't cover
 <p><b>Collision</b></p>	<p><i>damage</i> caused by any of the following items (or any part of them, or anything carried by them) <i>colliding</i> 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><i>damage</i> 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="692 432 996 620"> <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><b>Falling tree or branch</b></p>	<p><i>damage</i> caused by a falling tree or branch</p> <p>the <i>reasonable costs</i>:</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><i>damage</i> 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>damage to an electric motor in a domestic machine or appliance if it has been burnt out by an electric current. <i>We'll</i> pay the <i>reasonable cost</i> 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 retrieving, removing or replacing the pump section of pool or pressure pumps</p> <p>the cost of retrieving or re-installing submerged or underground pumps or their driving motors</p> <p>hiring a replacement machine or appliance</p> <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 you;</li></ul> <div><p>Equipment used for earning an income may be insurable under a business insurance policy</p></div> <ul style="list-style-type: none"><li>• electronic controllers or other electronics;</li><li>• parts in a television, microwave oven, electronic equipment, control panels or similar device or instrument;</li></ul>

Insured Event	We'll cover	We won't cover
<p><b>Burnout of electric motors</b> (continued...)</p>		<ul style="list-style-type: none"> <li>• starter switches, lighting or heating elements, fuses, electrical contacts or protective devices; or</li> <li>• transformers.</li> </ul>
 <p><b>Damage by animals (including birds)</b></p>	<p><i>damage</i> caused by an animal <i>colliding</i> 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 <i>building</i></p> <div data-bbox="346 726 650 949"> <p>For example, if a brush turkey were to enter <i>your rental property</i> 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>• any animal knowingly allowed on to or permitted to remain at the <i>property</i> address by <i>you</i>;</li> <li>• <i>your tenants' pets</i> other than as covered under the Standard Feature - <b>Damage by tenants' pets</b>;</li> <li>• insects (at any stage of their lifecycle); or</li> <li>• vermin or rodents</li> </ul> <p><i>damage</i>:</p> <ul style="list-style-type: none"> <li>• within a roof cavity, an enclosed crawl space or a storage cage;</li> <li>• to the outside of <i>your buildings</i>; or</li> <li>• to any <i>contents</i> in the open air</li> </ul> <p>caused by an animal:</p> <ul style="list-style-type: none"> <li>• eating;</li> <li>• chewing;</li> <li>• clawing;</li> </ul> <p>Continued next page...</p>


Insured Event	We'll cover	We won't cover
<p>Damage by animals (including birds)</p> <p>(continued...)</p>		<ul style="list-style-type: none"><li>• pecking;</li><li>• scratching;</li><li>• soiling;</li><li>• fouling; or</li><li>• polluting in any way.</li></ul>
 <p>Explosion</p>	<p>damage caused by an explosion</p> <p>damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the <b>Explosion</b></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>
 <p>Riot</p>	<p>damage caused by riot, civil commotion, industrial or political demonstration</p>	
 <p>Accidental damage</p> <div><p>This includes cover for accidental damage by your tenants or paying guests.</p></div>	<p>If we insure your buildings:</p> <ul style="list-style-type: none"><li>• accidental damage to your buildings; and</li><li>• damage caused by power surge confirmed by an appropriately qualified contractor</li></ul> <div><p>If you think you may have a claim for power surge, please call 13 70 11 before you contact anyone to make repairs.</p></div>	<p>damage caused by anything excluded under any section of your policy, including:</p> <ul style="list-style-type: none"><li>• anything in the '<b>We won't cover</b>' column of the Insured Events table</li><li>• anything in the '<b>But not...</b>' column of the Standard Features tables; and</li><li>• the <b>General Exclusions</b></li></ul> <p>damage to garden appliances while being used</p>

Insured Event	We'll cover	We won't cover
<p><b>Accidental damage</b> (continued...)</p>	<p>If we insure <i>your contents</i>:</p> <ul style="list-style-type: none"> <li>• <i>accidental damage to your contents</i>;</li> <li>• <i>damage caused by power surge</i> confirmed by an appropriately qualified contractor; and</li> </ul> <div data-bbox="348 480 650 671"> <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> <ul style="list-style-type: none"> <li>• <i>accidental loss of your contents</i> that can't be recovered after you have taken reasonable steps to try to find or recover them.</li> </ul> <p><b>Note:</b> See <b>Bond money and security bonds</b> for how <i>bond money</i> or a <i>security bond</i> is applied to claims for loss or <i>damage</i> for which <i>your tenant or paying guest</i> is responsible.</p>	<p><i>accidental damage</i> caused by anyone with whom you're legally required to have a <i>lease agreement</i> but you don't have one</p>



## Standard Features



If we agree to pay a claim for an *incident*, we will also pay the Standard Features described in the table below where the need arises due 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...
 <b>Emergency temporary repairs</b> ✓ 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> <div><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></div> <p>If possible and where it's safe to do so, contact <i>us</i> 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 you're unable to contact <i>us</i></p>




Standard Feature	We will...	But not...
 <p><b>Temporary storage of contents</b></p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<p>pay the <i>reasonable cost</i> 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 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 contents</i> sum insured</li> </ul>	<p>costs to store items outside Australia</p>
 <p><b>Mortgage discharge</b></p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>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></p> <p>This is payable in addition to <i>your buildings</i> sum insured.</p>	

Standard Feature	We will...	But not...
 <b>Environmental upgrades – contents</b>  ✗ Buildings cover ✓ Contents cover	<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> <ul style="list-style-type: none"><li>• we've accepted your claim and agreed to replace the item; and</li><li>• you'd like a more environmentally friendly appliance</li></ul> <p>For example, if we've agreed to pay a claim to replace <i>your</i> two star energy-rated washing machine, we'll pay up to an additional \$500 to replace it with a similar one with a better energy rating</p> <p>The most we'll pay is \$2,500 in total per <i>period of insurance</i>.</p>	
 <b>Environmental upgrades – buildings</b>  ✓ Buildings cover ✗ Contents cover	<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>• you'd 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 buildings</i> 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>	

Standard Feature	We will...	But not...
 <p><b>Loss of rent – formal lease</b></p> <ul style="list-style-type: none"> <li>✓ Buildings cover</li> <li>✓ Contents cover only where <i>you're</i> a <i>strata lot owner</i></li> </ul>	<p>If <i>you</i> have <i>buildings</i> cover:</p> <p>pay up to the lesser of:</p> <ul style="list-style-type: none"> <li>• 24 months from the time of the <i>incident</i>; or</li> <li>• 20% of <i>your buildings</i> sum insured</li> </ul> <p>towards the actual <i>rent</i> <i>you</i> lose, based on <i>your current lease agreement</i>, for the period <i>your rental property</i> is <i>unliveable</i> due to an <i>incident</i> for which we agree to pay a claim.</p> <p>If we've accepted <i>your buildings</i> claim but <i>you</i> decide not to rebuild, we'll only pay the <i>rent</i> <i>you</i> would have lost for the time it would have taken to repair or replace <i>your buildings</i>.</p> <p>If <i>you</i> are a <i>strata lot owner</i> with <i>contents</i> cover only:</p> <p>pay up to the greater of:</p> <ul style="list-style-type: none"> <li>• 20% of <i>your contents</i> sum insured, or</li> <li>• \$25,000</li> </ul> <p>towards the actual <i>rent</i> <i>you</i> lose, based on <i>your current lease agreement</i>, for the period for which <i>your rental property</i> is <i>unliveable</i> due to an <i>incident</i> for which we agree to pay a claim.</p>	<p>if the <i>rental property</i> has been <i>untenanted</i> for 90 or more consecutive days immediately before the <i>incident</i></p> <p>for any fees or commissions normally charged by the <i>estate agent</i> for renting out and/or managing <i>your rental property</i></p>

Standard Feature	We will...	But not...
<b>Loss of rent – formal lease</b> (continued...)	<p>If at the time of the <i>incident</i>, the <i>rental property</i> was untenanted, we will only pay for loss of <i>rent</i> if you can demonstrate that you were actively seeking a tenant. In this case, we will base the lost <i>rent</i> amount on your most recent <i>lease agreement</i>.</p> <p>This is payable in addition to <i>your</i> sum insured.</p>	
 <p><b>Loss of rent – casual let</b></p> <p>✓ Buildings cover</p> <p>✓ Contents cover only where you're a <i>strata lot owner</i></p>	<p>pay up to \$25,000 towards:</p> <ul style="list-style-type: none"> <li>the actual <i>rent</i> you lose; or</li> <li>the <i>rent</i> you are expected to lose</li> </ul> <p>for as long as <i>your rental property</i> is <i>unliveable</i> due to an <i>incident</i> for which we agree to pay a claim.</p> <p>The most we will pay is the <i>rent</i> you expect to lose over a period of 12 months from the date that the property became <i>unliveable</i>, calculated as set out below.</p> <p>We will calculate the amount we will pay you, as follows:</p>	<p>for any fees or commissions normally charged by the <i>holiday rental platform</i> for things such as:</p> <ul style="list-style-type: none"> <li>registration, cleaning or advertising; or</li> <li>managing or renting out the <i>rental property</i></li> </ul> <p>any <i>rent</i> lost more than 12 months after the <i>incident</i> occurred</p>

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\*The actual *rent* lost is calculated at the same rate and for the same period of time confirmed in those cancelled confirmed bookings.

Standard Feature	We will...	But not...
<p><b>Loss of rent – casual let</b> (continued...)</p>	<ul style="list-style-type: none"> <li>• for the first month, the actual <i>rent</i> lost* as a result of confirmed bookings being cancelled due to the <i>damage</i>; and</li> <li>• for any period after the first month, the greater of: <ul style="list-style-type: none"> <li>◦ the actual <i>rent</i> lost* as a result of confirmed bookings in that period being cancelled due to the <i>damage</i>; or</li> <li>◦ the <i>rent you</i> would have received during that period, based on paid bookings during the same period in the previous year.</li> </ul> </li> </ul> <p>However, if <i>you</i> have not owned the property for 12 months or the paid bookings during the previous year are not reflective of the <i>rent you</i> would have received, for example, where <i>your</i> property has been upgraded or <i>you</i> have recently started renting the property out on a <i>casual let</i> basis, we will base this calculation on the <i>rent</i> of a similar property in a similar area</p>	

\*The actual *rent* lost is calculated at the same rate and for the same period of time confirmed in those cancelled confirmed bookings.


Standard Feature	We will...	But not...
<p><b>Loss of rent – casual let</b> (continued...)</p>	<p>You must be able to prove that the <i>rental property</i> would have been available for rent during the period for which <i>you're</i> claiming loss of <i>rent</i>.</p> <p>↑</p> <p>You could prove that <i>your rental property</i> would have been available for rent through advertisements or by demonstrating availability on the <i>holiday rental platform(s)</i> used.</p> <p>If we've accepted <i>your buildings</i> claim but <i>you</i> decide not to rebuild, we'll only pay the <i>rent you</i> would have lost for the time it would have taken to repair or replace <i>your buildings</i>.</p> <p>This is payable in addition to <i>your</i> sum insured.</p>	

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 we have agreed to pay a claim. 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 agree to pay a Standard Feature. 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, we agree to pay a claim for *damage* to *your* rental property caused by the same *storm*, *you* will have to pay an excess for that *storm* claim.


Standard Feature	We will...	But not...
<div></div> <div><b>Building materials awaiting installation</b></div> <div><div>✓ Buildings cover</div><div>✗ Contents cover</div></div>	<div>pay up to \$2,000 towards the cost of loss or <i>damage</i> caused by one of the Insured Events to <i>your</i>:</div> <div><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</i> property address; and</li><li>• gas or electrical appliances intended to become <i>fixtures</i>.</li></ul></div> <div>We'll only pay this benefit once in the <i>period of insurance</i>.</div> <div>No excess is payable for this Standard Feature.</div>	<div>loss of or <i>damage</i> to:</div> <div><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 <i>building</i> at <i>your</i> property address.</li></ul></div>




Standard Feature	We will...	But not...
 <p><b>Clean up costs following a death</b></p> <ul style="list-style-type: none"> <li>✓ Buildings cover</li> <li>✓ Contents cover</li> </ul>	<p>pay up to \$35,000 in total in any one <i>period of insurance</i> for the necessary and <i>reasonable</i> costs of cleaning up and fumigating <i>your rental property</i> following the death of a <i>tenant</i> or <i>paying guest</i></p> <p>An excess is payable for this Standard Feature.</p>	
 <p><b>Chemical decontamination costs</b></p> <ul style="list-style-type: none"> <li>✓ Buildings cover</li> <li>✓ Contents cover</li> </ul> <div data-bbox="95 965 319 1268"> <p>If we agree to pay a claim under this feature, you may also be able to make a claim under the Standard Feature <b>Loss of rent – formal lease</b>.</p> </div>	<p>pay up to \$35,000 in total in any one <i>period of insurance</i> towards the necessary and <i>reasonable</i> costs of decontaminating <i>your rental property</i> if it's <i>unliveable</i> due to chemical contamination as a result of any illegal or controlled drug manufacturing, distribution or storage by <i>your tenants</i> during the <i>period of insurance</i>.</p> <p>We will only pay for chemical decontamination if:</p> <ul style="list-style-type: none"> <li>• <i>you</i> are renting out <i>your rental property</i> under a <i>formal lease</i>;</li> <li>• <i>you</i> or <i>your estate agent</i> inspect the <i>rental property</i> at least every six months;</li> </ul>	<p>if we have paid you a previous claim for chemical decontamination costs in relation to the same <i>tenants</i> or under the same <i>lease agreement</i></p> <p>if <i>you</i> are legally required to have a <i>lease agreement</i> but <i>you</i> don't have one</p> <p>if <i>you</i> or <i>your agent</i> conducted an inspection and a reasonable person in the circumstances would have been aware of the manufacturing, distribution or storage of drugs and <i>you</i> or <i>your agent</i> didn't report it to the police as soon as reasonably possible</p>


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Standard Feature	We will...	But not...
<b>Chemical decontamination costs</b> (continued...)	<ul style="list-style-type: none"><li>• <i>you</i> report the manufacturing, distribution or storage of drugs to the police as soon as <i>you</i> become aware of it (unless the police discover it first); and</li><li>• an assessment, in accordance with the relevant state, territory or national government authority guidelines, confirms that chemical decontamination is required by those guidelines.</li></ul> <p>We will only pay for chemical decontamination to the level required by the applicable state, territory or national government authority guidelines.</p> <p>If <i>you</i> are required to pay for the assessment that confirms chemical decontamination is required, we will also pay the assessment costs.</p> <p><b>Note:</b> See <b>Bond money and security bonds</b> for how <i>bond money</i> is applied to claims for loss or <i>damage</i> for which <i>your tenant</i> is responsible.</p> <p>An excess is payable for this Standard Feature.</p>	

Standard Feature	We will...	But not...
<div data-bbox="96 209 152 288"></div> <div data-bbox="96 304 245 357"><b>Damage by tenants' pets</b></div> <div data-bbox="96 376 302 443"> <ul style="list-style-type: none"> <li>✓ Buildings cover</li> <li>✓ Contents cover</li> </ul> </div>	<p data-bbox="368 205 656 486">pay up to \$4,000 during any one <i>period of insurance</i>, for <i>damage</i> caused by <i>tenants' domestic pets</i>, provided that <i>you or your estate agent</i> inspect the <i>rental property</i> at least every six months.</p> <div data-bbox="368 571 630 652"> <p>This feature only applies to <i>tenants' pets</i> and not <i>paying guests' pets</i>.</p> </div> <p data-bbox="368 697 660 1058"><b>Note:</b> See <b>Bond money and security bonds</b> for how <i>bond money</i> is applied to claims for loss or <i>damage</i> for which <i>your tenant</i> is responsible. We will also deduct from any claim, the <i>pet bond</i> you actually collected or, if you didn't collect one, the maximum amount <i>you</i> could have legally collected as a <i>pet bond</i>.</p> <p data-bbox="368 1082 633 1137">An excess is payable for this Standard Feature.</p>	<p data-bbox="706 205 996 295">if <i>you</i> are legally required to have a <i>lease agreement</i> but <i>you</i> don't have one</p>

Standard Feature	We will...	But not...
 <p><b>Loss of rent due to forced evacuation by government authority</b></p> <ul style="list-style-type: none"> <li>✓ Buildings cover</li> <li>✓ Contents cover only where you're a strata lot owner</li> </ul>	<p>pay towards the actual <i>rent</i> you lose, for as long as a government authority prohibits <i>your tenants</i> or <i>paying guests</i> from using the <i>rental property</i> because of one of the following:</p> <ul style="list-style-type: none"> <li>• a burst water main;</li> <li>• a bomb threat or bomb damage;</li> <li>• a riot;</li> <li>• emergency services refusing access to or evacuating <i>your rental property</i> for safety reasons due to the immediate threat of physical <i>damage</i> to your <i>rental property</i> caused by an Insured Event listed in this policy</li> </ul> <p>up to a maximum of 60 days.</p> <p>For a <i>formal lease</i>, we will calculate the amount we pay, based on <i>your current lease agreement</i>.</p> <p>For a <i>casual let</i>, we will calculate the amount we pay, based on the actual <i>rent</i> lost* as a result of confirmed bookings being cancelled.</p>	<p>pay for loss of <i>rent</i> if the <i>rental property</i> has been <i>untenanted</i> for 90 or more consecutive days immediately before the evacuation or prevention of use</p> <p>if it's a <i>formal lease</i>:</p> <p>for any fees or commissions normally charged by the <i>estate agent</i> for renting out and/ or managing <i>your rental property</i></p> <p>if it's a <i>casual let</i>:</p> <p>for commissions normally charged by the <i>holiday rental platform</i> for things such as:</p> <ul style="list-style-type: none"> <li>• registration, cleaning or advertising; or</li> <li>• managing or renting out the <i>rental property</i></li> </ul> <p>any <i>rent</i> lost more than 60 days after the evacuation or prevention of use</p> <p>pay for loss of <i>rent</i> if it is caused by, arises from or is in connection with any communicable or contagious disease</p>

\*The actual *rent* lost is calculated at the same rate and for the same period of time confirmed in those cancelled confirmed bookings.

Standard Feature	We will...	But not...
<p>Loss of rent due to forced evacuation by government authority</p> <p>(continued...)</p>	<p>This is payable in addition to <i>your</i> sum insured.</p> <p>An excess is payable for this Standard Feature.</p>	
 <p>Damage by emergency services</p> <ul style="list-style-type: none"><li>✓ Buildings cover</li><li>✓ Contents cover</li></ul>	<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> or someone with <i>your</i> consent</p> <p>if <i>you</i> were aware <i>your tenants</i> were involved in criminal activities that led to <i>the damage</i> and <i>you</i> didn't report it to the police as soon as reasonably possible</p>

# Rent Default by Tenant option

Cover is only available and we will only pay under this option if *you* have *tenants* under a *formal lease*.

If we agree, *you* can choose to add the Rent Default by Tenant option for an additional premium.

Whether we agree to provide the option will depend on *our* underwriting rules and processes at the time. If the Rent Default by Tenant 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*.

This cover is not available and we will not pay under this option for *casual lets*.

## What you're covered for

*You* are covered for the following events if they first occur during the *period of insurance*.

Event	The most we will pay
<b>Rent default – tenant leaves</b>  We will pay the actual <i>rent</i> <i>you</i> lose if <i>your tenant</i> fails to pay <i>rent</i> in accordance with the <i>lease agreement</i> and they: <ul style="list-style-type: none"><li>• leave <i>your rental property</i> before the end of the tenancy period stated in the <i>lease agreement</i> and do not give <i>you</i> or <i>your estate agent</i> the required notice; or</li><li>• are legally evicted from <i>your rental property</i>.</li></ul>	<p>The maximum total amount we will pay where there's a fixed lease in place is:</p> <ul style="list-style-type: none"><li>• \$15,000; or</li><li>• 15 weeks' <i>rent</i></li></ul> <p>whichever is the lesser.</p> <p>However, if there is a <i>periodic tenancy</i> the maximum total amount we will pay for is 2 weeks' <i>rent</i>.</p> <p><b>Note:</b> Under no circumstances will we pay more than \$15,000 for <b>Rent default – tenant leaves</b>.</p>

Event	The most we will pay
<p><b>Failure to vacate</b></p> <p>We will pay the actual <i>rent you</i> lose, if <i>your tenant</i> fails to pay <i>rent</i> in accordance with the <i>lease agreement</i> and refuses to vacate the <i>rental property</i> after an order for eviction or possession has been served on them by a legal authority such as a bailiff, court or tribunal.</p>	<p>The maximum total amount we will pay for is:</p> <ul style="list-style-type: none"> <li>• \$15,000; or</li> <li>• 15 weeks' <i>rent</i></li> </ul> <p>whichever is the lesser.</p>
<p><b>Death, murder or suicide at the property address</b></p> <p>We will pay the actual <i>rent you</i> lose because <i>your rental property</i> is <i>unliveable</i> as a result of:</p> <ul style="list-style-type: none"> <li>• the death of <i>your tenant</i>; or</li> <li>• suicide, murder or attempted murder, at the <i>property address</i>.</li> </ul>	<p>The maximum total amount we will pay for is:</p> <ul style="list-style-type: none"> <li>• \$15,000; or</li> <li>• 15 weeks' <i>rent</i></li> </ul> <p>whichever is the lesser.</p>
<p><b>Release from lease obligation due to hardship or family domestic violence</b></p> <p>We will pay the actual <i>rent you</i> lose because a court or tribunal has released <i>your tenant</i> from their obligation to pay <i>rent</i> due to hardship or family domestic violence.</p>	<p>The maximum total amount we will pay is:</p> <ul style="list-style-type: none"> <li>• \$6,000; or</li> <li>• 6 weeks' <i>rent</i></li> </ul> <p>whichever is the lesser.</p>

If more than one of the above events occurs, we will only pay for one event. We will pay the event that pays the higher amount.

We will not pay for any *rent* once *you* start receiving *rent* payments again for the *rental property*.

## Legal costs we pay when you make a claim under the Rent Default by Tenant option

We will also pay up to a maximum total of \$6,000 towards *your* reasonable and necessary legal costs to:

- legally evict *tenants*; or
- recover amounts owed to *you* by *your tenants*; or
- otherwise minimise a loss under this option.

## Other conditions applicable to the Rent Default by Tenant option

**Note:** These conditions do not apply to the event **Death, murder or suicide at the property address**.

If *rent* is in arrears at the time *you* buy this option:

- cover does not apply to those arrears; and
- cover does not start until a period of 4 consecutive weeks passes without *rent* arrears.

We will only pay once under this option in any one *period of insurance* for a claim relating to the same *tenant* or under the same *lease agreement*.

We will only pay a claim when *you* have taken all reasonable steps legally available to *you*, including under the relevant residential tenancy legislation, to minimise any loss and evict the *tenant*.

We will not pay any lost *rent* if *you* breached the *lease agreement* and *you* or *your* agent were notified of the breach, did not take reasonable steps to fix the breach, and the breach resulted in the circumstances leading to *your* claim under this option.

## Bond money - deduction from claims under the Rent Default by Tenant option

If *you* make a claim under this option, the amount payable to *you* under the claim will be reduced as follows:

### If you've collected **bond money equal to 4 weeks' rent or more**

We will reduce *your* claim by the lesser of:

- the *bond money*; or
- what's left of the *bond money* after *you've* paid for any expenses *you* were legally entitled to deduct from it (for example clean-up costs, costs to repair *damage* caused by the *tenants* or re-letting expenses).



### If the *bond money* held is less than 4 weeks' rent

If *you* only hold some of the *bond money* that *you* were legally entitled to collect, we'll reduce *your* claim by the lesser of:

- 4 weeks' rent; or
- what's left of 4 weeks' rent after *you've* paid for any expenses *you* were legally entitled to deduct from the *bond money* held (for example clean-up costs, costs to repair *damage* caused by the *tenants* or re-letting expenses) up to the maximum amount of the *bond money* held.

### If *you* haven't collected *bond money* or *you've* refunded all of it to *your tenants*

If *you* haven't collected *bond money*, or *you've* refunded all of it to *your tenants*, we will reduce *your* claim by an amount equal to 4 weeks' rent.

**Note:** Excess(es) will still apply.

### What *you're* not covered for under the Rent Default by Tenant option

We will not pay *you* for any reduction in *rent*:

- that *you* agree with *your tenant*; or
- arising out of any changes in economic conditions or the rental market, or any factors affecting the rental value of *your rental property*.

We will not pay for any fees or commissions normally charged by the *estate agent* for renting out and/or managing *your rental property*.

We will not pay for any lost *rent* if it is caused by, or arises from or in connection with, any communicable or contagious disease.

## 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 live with the *insured*.

‘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.

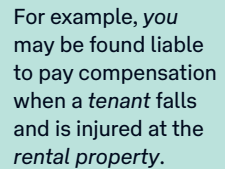
‘occurrence’ means an event, including continuous or repeated exposure to substantially the same general conditions which results in *personal injury* or *damage to property*. We regard all *personal injury* or *damage to property* arising from one original source or cause as arising from one *occurrence*.

### If you have buildings cover or you are a strata lot owner with contents cover only

We’ll cover *your* legal liability for:

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

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



For example, you may be found liable to pay compensation when a *tenant* falls and is injured at the *rental property*.

### Standard Feature - Legal liability extension if your buildings are a total loss

If *you* have *buildings* cover under this policy, we will continue to cover *your* legal liability in relation to the *property address* if your buildings are a *total loss*:

- until the original expiry date of the policy; or
- for up to 6 months from the date of the *incident*;

whichever happens later.

However, legal liability cover will end immediately during this period if:

- any construction commences at the *property address*;
- the land at the *property address* or any part of it is sold; or
- another policy that includes similar liability cover is taken out in relation to the property.

## 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 (including any *lease agreement* or *short term rental agreement*). 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 arising from or in connection with:

- the actual or alleged use or presence of asbestos;
- any gradual contamination or pollution of the land, air or water;
- email, malicious software of any kind, web sites or services;
- destruction of or *damage to property* by any government or public or local authority;
- 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;

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

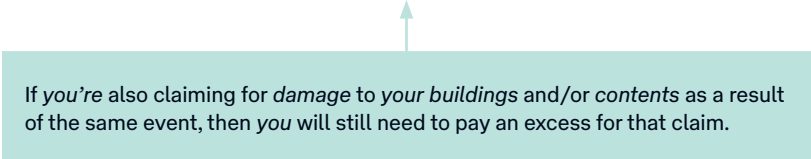
- the weakening of, removal of, or interference with support to land, buildings or other property;
- building work, or construction or demolition of a *building* at the *property address* if the commercial value of the work exceeds:
  - \$50,000 where *you're* the owner builder; or
  - \$100,000 where a registered builder or contractor is doing the work;
- the conduct of any activity carried out by *you* for reward (except for renting out *your rental property* for domestic purposes); or
- the ownership, possession, or use of any:
  - aerial device or aircraft including kites or model aircraft or drones;
  - aircraft landing area;
  - hovercraft;
  - motor vehicle, motorcycle, motor scooter, caravan or trailer except for garden appliances that don't need to be registered; or
  - watercraft.

## 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*;
- anyone acting with *your* express or implied consent; 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* are involved in, including but not limited to:

- *you* 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; or
- the illegal supply of drugs or alcohol.

We will not cover *your* property if:

- it is rented out on a *casual let* basis and this is not in accordance with laws such as those relating to local government, council or any authority's zoning or land usage requirements, or the by-laws or constitution of a *strata body corporate*, as applicable;
- *you* are aware or should reasonably be aware, that the use of the *rental property* or any part of the *rental property* is not in accordance with laws such as those relating to local government, council or any authority's zoning or land usage requirements, or the by-laws or constitution of a *strata body corporate*.

## 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*:

- 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 rental property

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 workmanshipas 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 rental property* 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 entering the *buildings* due to part of the roof being rusted through.

However, this **Condition of your rental property** 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 *rental property* may cause, give rise to or make worse the claim or loss, *damage*, injury or death, cost or legal liability.

## Condition of your rental property (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 and, for a *strata lot owner*, any strata by-laws or constitution of a *strata body corporate*.

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

- wear, 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, sea water, or atmospheric or climatic conditions.

For example, worn carpets or scratched floors in high traffic areas, faded curtains due to sunlight, or scratches in a kitchen benchtop that would be expected from normal use.

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:

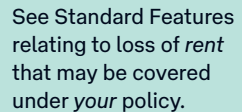
- involve removal of any part of the roof or an external wall; or
- impact the structure of a *building* such as removing or changing supporting walls, underpinning, foundations or piers.

If *you* are removing the roof, 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:

- any decrease in the value of *your* land or, if *you* are a *strata lot owner*, any decrease in the value of *your* strata lot or *your* share in relation to company title;
- 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 (except for loss of *rent* from *your rental property*), loss of profits, or costs arising from any business interruption;
- medical expenses; or
- compensation for *your* stress or anxiety, inconvenience or loss of time.



See Standard Features relating to loss of *rent* that may be covered under *your* policy.

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.

## Commercial management

We do not cover properties managed by or used as serviced apartments, hotels, motels, resorts, inns or similar venues for accommodation.



## Other loss or damage

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

- an event occurring outside the *period of insurance*;
- any neglect, poor housekeeping or untidy, unclean or unhygienic living habits such as:
  - odours including from pets, cigarettes or other smoking items;
  - liquid or food stains that have gradually built up over time; or
  - water damage to carpets, flooring or cabinets due to splashing from baths, showers or sinks;

however we will cover *your* legal liability caused by any of the above 3 points;

- any party, function or other event at the *rental property* while it's being rented out as a *casual let*, where there are more than 20 people in attendance at any one time, where such an event is not prohibited in the *short term rental agreement* or where you permit it;
- *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; ←
- 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 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**; ←

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.

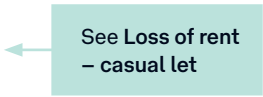
For example, we will cover *damage* caused by fire due to a rat chewing through an electrical wire

For example, we will cover *damage* due to water escaping from pipes *damaged* by tree roots

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

- a process of cleaning by *you*:
  - 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;
- cancellation of a booking by *you* or a prospective *paying guest* under a *casual let*, except where the cancellation is due to the *rental property* becoming *unliveable* because of *damage* caused by an *incident*, or where loss of *rent* is covered under the Standard Feature - **Loss of rent due to forced evacuation by government authority**; or
- any contagious or communicable disease;
- 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;
- loss of or *damage* to any information on *your* computer including any computer program caused by malicious software such as, but not limited to, a virus, worm, back door, trap door, ransomware or any computer hacking;
- or in connection with, any aerial device or aircraft including kites or model aircraft or drones; or
- changes in a right, title or interest in *your* property, for example due to a transfer, agreement or adverse possession.



See Loss of rent  
– casual let

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

- end-of-lease expenses such as cleaning, removal of *tenants'* property, re-letting expenses or removal of rubbish;
- *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 *your estate agent* or contractor.

## 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 and 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:

- 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;
- it is illegal 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 Landlord 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*.

Occasionally, circumstances beyond the control of *our* customers can prevent strict compliance with policy terms and conditions. If this happens to *you*, then *you* 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 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, 7 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*.

If *you* have an existing claim and need access to an interpreter, please contact *your* Claims Officer directly

## 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* promptly 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 in a timely manner.

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## Cooperating with us (continued...)

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*.

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.

## 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 we agree to pay *your* claim. 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:

- Loss of rent
- Temporary storage of contents
- Environmental upgrade – buildings
- Environmental upgrade – contents
- Mortgage discharge

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

### 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 agree 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.

## 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 but *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.



## 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 *you* as settlement of *your* claim, we will first keep the amount we paid to *you* under the policy 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 we determine that *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 agree to 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 that *you* won't hold them responsible, then 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 *artworks*, rugs and *antiques*; and
- photographs or video film of the item/s in *your rental property*.

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.

## Other information we may need to process your claim

Make sure *you* keep things like:

- any cleaning or repair quotes or receipts;
- receipts for expenses deducted from the *bond money* or *security bond*; and
- records of commissions payable to *your estate agent* or a *holiday rental platform*.

If *you* have a *formal lease*:

- *lease agreements*;
- bond receipts; and
- *rent* receipt records.

If *you* have a *casual let*:

- details of booking confirmations and payments received;
- details of the *security bond*, booking fees and deposits;
- receipts for cleaning fees; and
- records of cancellations.

If you rent your property out through a *holiday rental platform*, you should keep a record of any cancelled bookings just in case the *holiday rental platform* doesn't retain or provide you with access to these records.

## 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;
- 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*.

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

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.

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* and under **Matching materials** following the table:

External buildings damage

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

Internal buildings damage

Damage to internal flooring	<p>We'll pay to repair or replace up to an existing change or join in the carpet, linoleum, floating floor or other fixed floor covering or to 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, linoleum, floating floor or other fixed floor covering in any other adjoining rooms, hallways or stairwells.</p>	<p>This is a common width of a doorway.</p>
Damage to internal walls	<p>We'll only pay to repair or replace the <i>damaged</i> wall(s) including any wall coverings such as wallpaper or paint. We won't pay to replace the wall covering on any adjoining walls or in any adjoining rooms, hallways or stairwells.</p>	
Damage to internal fixtures/ fittings	<p>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 <i>damaged</i> part.</p>	

### Matching materials

If part of *your rental property* is *damaged* or destroyed by an Insured Event and we agree to 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.

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

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);
- 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 rental property*;
- *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); or
- carpets, curtains and internal blinds.

## Fences

When *we* agree to 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.

Continued next page...

### Fences (continued...)

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;

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 we determine the amount we'll pay if the item is repairable**



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

- if 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;
- if *you* choose to go with a repairer of *your* choice.

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 we determine the amount we'll pay 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.

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### How we determine the amount we'll pay if the item is repairable (continued...)

- 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 we determine the amount we'll pay 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 we determine the amount we'll pay 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; 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.

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

## How we settle claims for strata fixtures

We'll normally pay *our* supplier the reasonable and necessary cost to repair or replace the *damaged strata fixtures* to a condition substantially the same as, but not better than, when new.

### If you don't use our supplier

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

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

To assess the cost of the necessary work required to repair the *damaged* parts of *your strata fixtures* we will, where possible, obtain a *scope of works* and a quote from *our* supplier. We can 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 or rebuilding;
- third party cost estimation sources; and
- *your* circumstances, including the location and attributes of *your strata fixtures*.

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.

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

- 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 this 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.

Building costs for strata fixtures

Whether we arrange the repairs or pay you the cost to complete the repairs, we'll also pay the reasonable and necessary costs

- for demolition;
- to remove debris from *your property address*; and
- to comply with current building codes and statutory requirements.

Undamaged parts of your strata fixtures

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

Damage to internal flooring

We'll pay to repair or replace up to an existing change or join in the carpet, linoleum, floating floor or other fixed floor covering or to 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 carpet, linoleum, floating floor or other fixed floor covering in any other adjoining rooms, hallways or stairwells.

Damage to internal walls

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

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<b>Damage to internal strata fixtures/fittings</b>	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 <i>damaged</i> part.
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### **Matching materials (applicable to strata lot owners)**

If part of *your* property is *damaged* or destroyed by an Insured Event and we agree to pay *your* claim, we'll match existing materials if they're commercially available in Australia when we rebuild or repair 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 home*, 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 with these materials.

If any replacement of undamaged property under this section needs the approval of a *strata body corporate*, then we only pay for the replacement (or pay *you* what the replacement costs) if *you* get that approval.

## Excesses

In most cases, *you'll* need to contribute an amount towards the cost of any claims we agree to pay. *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 Landlord 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	All 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	<p>This excess applies when:</p> <ul style="list-style-type: none"><li>• we have agreed to cover <i>you</i> whilst <i>you're</i> 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 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;</li><li>◦ Accidental breakage of glass or sanitary fixtures; or</li><li>◦ Accidental Damage</li></ul>as a direct result of the work being carried out.</li></ul> <p>This excess is payable in addition to the Basic Excess and any other excesses that may apply.</p>

## Excess type

## When it applies

### Unoccupied Property Excess

This excess applies when:

- *you do not tell us that your rental 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 rental property was first unoccupied.*

A different excess applies for each of the following periods when *your rental 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.

### Unoccupied Property Excess for Agreed period

During an agreed period of unoccupancy, the Unoccupied Property Excess above will not apply.

This excess applies when:

- *you've told us about, and we've agreed to cover you for, a period when your rental 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 rental property was first unoccupied.*

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

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Excess type	When it applies
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<b>Unoccupied Property Excess for Agreed period</b>	
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(continued...)

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.



## Bond money and security bonds

### Formal lease

If *your tenants* are responsible for *damage* to *your property* (including theft by *your tenants* and *damage* caused by their *pets*) the amount payable to *you* under a claim will be reduced as follows:

#### If you've collected bond money equal to 4 weeks' rent or more

We will reduce *your claim* by the lesser of:

- the *bond money*; or
- what's left of the *bond money* after you've paid for any expenses you were legally entitled to deduct from it (for example clean-up costs, *rent* lost or re-letting expenses).

#### If the bond money held is less than 4 weeks' rent

If you only hold some of the bond money that you were legally entitled to collect, we'll reduce *your claim* by the lesser of:

- 4 weeks' *rent*; or
- what's left of 4 weeks' *rent* after you've paid for any expenses you were legally entitled to deduct from the *bond money* held (for example clean-up costs, *rent* lost or re-letting expenses) up to the maximum amount of the *bond money* held.

#### If you haven't collected bond money or you've refunded all of it to your tenants

If you haven't collected *bond money*, or you've refunded all of it to *your tenants*, we will reduce *your claim* by an amount equal to 4 weeks' *rent*.

### Casual let

If *your paying guests* are responsible for *damage* to *your property* (including theft), the amount we pay will be reduced as follows:

- if you're able to collect a *security bond*, by the greater of \$250 or the *security bond* available to you under the terms and conditions of the *short term rental agreement*; or
- if you're not able to collect a *security bond* because the *holiday rental platform* you use does not provide the facility, by any amount received by you for the *damage* caused by the *paying guest*. You must take reasonable steps available to you, to obtain payment for the *damage* from the *paying guest* via the *holiday rental platform*.

**Note:** Excess(es) will still apply.



# 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 Landlord Insurance Additional Information Guide at [auspost.com.au/homeinsurance](https://auspost.com.au/homeinsurance) or call us 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.*

*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 7 days before the next instalment is due to allow us to process the change in time.*

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

*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 agree 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 7 days before *your* policy's end date so that we can arrange for the direct debit to stop in time.

## 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*, minus 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 mishap or adverse event that is not expected and is unintended by <i>you</i> .
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 jewellery, watches or collections.
Artworks	Fine art such as paintings or pictures, Persian carpets, rug or wall hangings, tapestries, vases, ornaments, sculptures or similar. It does not include jewellery, watches or collections.
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.
Bond money	Any money paid by or on behalf of the <i>tenant</i> under the <i>lease agreement</i> and held as security against: <ul style="list-style-type: none"><li>• any <i>damage</i> to the <i>rental property</i> and/or <i>contents</i></li><li>• <i>rent</i> owed</li><li>• re-letting costs or other similar expenses.</li></ul>
Buildings	See <b>What do we mean by buildings and fixtures?</b>
Burnout	Fusing or melting together the windings of an electric motor following <i>damage</i> to the insulating material due to overheating by an electric current.

Term	Definition
Casual let	<p>Where an entire property is rented out primarily for short term holiday purposes and there is no legal requirement for a <i>lease agreement</i> under the relevant residential tenancy legislation. The rental period under a casual let must be less than 3 months.</p> <p>Casual lets may be facilitated through a <i>holiday rental platform</i> including an <i>estate agent</i> and online holiday rental booking sites.</p> <p>Casual lets do not include premises that:</p> <ul style="list-style-type: none"> <li>• are not legally approved as habitable spaces for residential purposes; or</li> <li>• are not standard housing such as: <ul style="list-style-type: none"> <li>◦ free-standing houses;</li> <li>◦ units, flats or apartments;</li> <li>◦ semi-detached houses;</li> <li>◦ townhouses or villas;</li> <li>◦ terraces;</li> <li>◦ duplexes, triplexes, fourplexes; or</li> </ul> </li> <li>• are unsafe to live in; or</li> <li>• do not have functional bathroom facilities; or</li> <li>• are not connected to the electricity supply; or</li> <li>• are not connected to hot and cold running water; or</li> <li>• are not furnished such that they are comfortably habitable; or</li> <li>• do not contain a functioning refrigerator and cooking appliance.</li> </ul>
Certificate of Insurance	<p>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.</p>
Collision, colliding	<p>The unexpected, sudden impact of a moving body or object, striking violently or crashing into another object which is unintended by <i>you</i>.</p>

## Definitions

Term	Definition
<b>Common property</b>	<p>The land, building(s) or areas that <i>you</i> and others are entitled to use, owned by the <i>strata body corporate</i>, related to the <i>property address</i>. It is defined in applicable legislation regulating strata title or similar strata community title, or in a company's constitution in relation to company title. For example, shared areas that the <i>strata body corporate</i> is responsible for insuring, such as:</p> <ul style="list-style-type: none"><li>• driveways and pathways;</li><li>• swimming pools;</li><li>• gymnasiums; and</li><li>• barbeque areas.</li></ul>
<b>Contents</b>	Items listed under <b>What do we mean by 'Contents'?</b>
<b>Damage, damaged</b>	<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; or</li><li>• any change a <i>tenant</i> makes to the property that is permitted by <i>you</i> under the <i>lease agreement</i> or the relevant residential tenancy legislation.</li></ul>
<b>Depreciation</b>	Reduction in value of an item or property due to <i>wear and tear</i> or age.

Term	Definition
Earth movement	Includes landslide, landslip, mudslide, subsidence and the heaving, collapsing, vibration, <i>erosion</i> , settlement, shrinkage of earth but not earthquake.  <b>Note:</b> 'Heave' is the upward movement of the earth supporting a building because of the expansion of soil.
Erosion	Worn or washed away by water, ice or wind.
Estate agent	A licensed real estate agent who manages the leasing of your rental property to tenants.
Fixtures	See What do we mean by buildings and fixtures?
Flood	The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following: <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>
Formal lease	Where an entire property is rented out as a residence and not for short term holiday purposes, and if the relevant residential tenancy legislation: <ul style="list-style-type: none"> <li>• requires a <i>lease agreement</i> – there is a <i>lease agreement</i> in place that complies with that legislation; or</li> <li>• does not require a <i>lease agreement</i> – if the rental period is 3 months or longer, there is a <i>lease agreement</i> in place.</li> </ul>

## Definitions

Term	Definition
Holiday rental platform	<p>Either:</p> <ul style="list-style-type: none"><li>• a website that, or</li><li>• a suitably licensed real estate agent who, facilitates a transaction for a <i>casual let</i> between <i>you</i> and a <i>paying guest</i>, provided the website or the agent records the name, address and telephone number of the <i>paying guest</i>.</li></ul>
Incident	An event or series of related events which cause <i>damage</i> and result in a claim on <i>your</i> policy.
Insured	See definition of <i>You, your, insured</i> .
Lease agreement	<p>A written and enforceable agreement between <i>you</i> and <i>your tenant</i>:</p> <ul style="list-style-type: none"><li>• to rent <i>your</i> entire <i>rental property</i>; and</li><li>• that's subject to and compliant with the relevant residential tenancy legislation.</li></ul> <p>A lease agreement typically indicates:</p> <ul style="list-style-type: none"><li>• the amount of <i>rent</i> and how it is to be paid;</li><li>• the length and type of tenancy;</li><li>• the amount of bond required;</li><li>• other conditions and rules; and</li><li>• any special terms agreed by the parties that are compliant with the relevant residential tenancy legislation.</li></ul>
Occurrence	An event, including continuous or repeated exposure to substantially the same general conditions which results in personal injury or <i>damage</i> to property. <i>We</i> regard all events arising from one original source or cause as one occurrence.

We consider it a *lease agreement* whether it's for a fixed term or a *periodic tenancy*.



Term	Definition
<b>Paying guest</b>	<p>A person, and any additional guests accompanying them (including their family or visitors), who rents <i>your rental property</i> under a <i>casual let</i> (and not under a <i>formal lease</i>), where there is a <i>short term rental agreement</i> that includes the following details:</p> <ul style="list-style-type: none"> <li>• the length of time the property will be let;</li> <li>• the amount of <i>rent</i> payable; and</li> <li>• the amount of any <i>security bond</i>, booking fee and deposit.</li> </ul>
<b>Period of insurance</b>	<p>The time between the start date and end date shown on your <i>Certificate of Insurance</i> during which we have agreed to provide cover. If <i>your</i> policy ends sooner, for example <i>your</i> policy is cancelled, the period of insurance ends at the same time.</p>
<b>Periodic tenancy</b>	<p>The agreement that continues following the expiry of a fixed term <i>lease agreement</i> where the <i>tenant</i> continues to legally occupy the <i>rental property</i>.</p>
<b>Pet</b>	<p>Any domestic animal that is kept at <i>your rental property</i>.</p>
<b>Pet bond</b>	<p>Any money paid by or on behalf of the <i>tenant</i> under the <i>lease agreement</i> and held as security against any loss or <i>damage</i> to the <i>rental property</i> and/or <i>contents</i> caused by a <i>pet</i>, to the extent permitted by the relevant residential tenancy legislation.</p>
<b>Power surge</b>	<p>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.</p>
<b>Property address</b>	<p>The address shown on <i>your Certificate of Insurance</i> where <i>your rental property</i> is located.</p>
<b>Reasonable cost</b>	<p>If we arrange the repair, rebuild, replacement or work for which a cost is incurred: the actual cost that we incur.</p> <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>

Continued next page...

## Definitions

Term	Definition
<b>Reasonable cost</b> (continued...)	<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><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, 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 <i>we</i> 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 temporary storage of <i>contents</i>.</p> <p>In this definition, when we say ‘act reasonably’ this means acting prudently, as if <i>you</i> did not have insurance.</p>
<b>Rent</b>	<p>The amount of money payable by <i>your</i>:</p> <ul style="list-style-type: none"><li>• <i>tenant</i> on a regular basis to lease the property under a <i>formal lease</i>, or</li><li>• <i>paying guest</i> to use the property under a <i>casual let</i>.</li></ul>
<b>Rental property</b>	<p>If <i>you</i> are a <i>strata lot owner</i>, the lot in a <i>strata building</i> at the <i>property address</i>, which <i>you</i> rent out to <i>tenants</i> or <i>paying guests</i>.</p> <p>If <i>you</i> are not a <i>strata lot owner</i>, for example if <i>you</i> own a free-standing house, <i>your buildings</i> and <i>your land</i> at the <i>property address</i> which <i>you</i> rent out to <i>tenants</i> or <i>paying guests</i>.</p>

Term	Definition
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> .
Security bond	Money paid by or on behalf of the <i>paying guest</i> or a credit card hold under a <i>casual let</i> as security against any <i>damage</i> to the <i>rental property</i> and/or <i>contents</i> . A security bond may be held by <i>you</i> , <i>your agent</i> , a <i>holiday rental platform</i> or other third party.
Set or pair	Two or more articles, whose value together is more than the sum of their individual values.
Short term rental agreement	Terms and conditions for use of the <i>rental property</i> under a <i>casual let</i> which may include a record in a booking register (including one held by a <i>holiday rental platform</i> ).
Storm	Violent weather and high winds, sometimes accompanied by rain, hail or snow including a cyclone or tornado.
Storm surge	The covering of normally dry coastal land by water as a result of wind and low atmospheric pressure caused by a <i>storm</i> .
Strata body corporate	The owner and administrator of <i>common property</i> .
Strata building	Building(s) and <i>common property</i> which are required to be insured by the <i>strata body corporate</i> under relevant strata legislation or the constitution of the company in relation to company title.
Strata fixtures	See <b>What do we mean by contents?</b>
Strata lot owner	The owner of a lot in a strata title or similar community strata scheme or under company title, at the <i>property address</i> . The lot may be a unit, flat, apartment or other subdivided building or land.
Tenant	Any person(s) who has a <i>formal lease</i> over the entire <i>rental property</i> , and any other person who resides there under that <i>formal lease</i> .

## Definitions

Term	Definition
<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 or item limit; or</li><li>• <i>your insured buildings and/or contents</i> are lost or destroyed.</li></ul>
<b>Tsunami</b>	<p>A sea wave caused by a disturbance of the ocean floor or seismic movement such as an underwater earthquake or landslide.</p>
<b>Unliveable</b>	<p>The <i>rental property</i> 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>• 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; or</li><li>• if it's rented out on a fully furnished basis:<ul style="list-style-type: none"><li>◦ it is not furnished such that it is comfortably habitable; or</li><li>◦ it does not contain a functioning refrigerator and cooking appliance.</li></ul></li></ul>
<b>Unoccupied</b>	<p>A property is unoccupied in a period of 90 consecutive days if, during that period, the following did not happen:</p>

Term	Definition
<b>Unoccupied</b> (continued...)	<ul style="list-style-type: none"> <li>• <i>you</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>
<b>Vandalism or malicious act</b>	An act done with the intention of causing <i>damage</i> or harm, or with reckless disregard for the damaging or harmful consequences.
<b>We, our, us, QBE</b>	QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFSL 239545, BECS authority no. 481326.
<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>.</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 (except in the case of a deceased estate):</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>

# What do we mean by ‘buildings’ and ‘fixtures’?

	✓ Covered	✗ Not covered
Buildings	<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> (but not <i>strata fixtures</i> if you are a <i>strata lot owner</i>)</li></ul> <p>at the <i>property address</i>, used solely or principally for domestic and residential purposes which <i>you</i> own and lease to <i>tenants</i> or rent out to <i>paying guests</i></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>• houseboats</li><li>• blocks of flats</li><li>• strata title, company or community strata title units</li><li>• buildings that <i>you</i> use for business, trade or professional purposes</li><li>• buildings used for accommodation services including nursing homes, guest houses, hostels, boarding houses, halfway houses, hotels/motels, farm stays, serviced apartments, resorts, dormitories or similar</li><li>• buildings in the course of construction</li></ul>

	✓ Covered	✗ Not covered
<b>Buildings</b> (continued...)		<ul style="list-style-type: none"> <li>• buildings in the course of being demolished or that are vacant pending demolition</li> <li>• condemned buildings</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>• carpets, linoleum, floating floors and other fixed floor coverings</li> <li>• curtains and internal blinds</li> <li>• 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> <li>• swimming pools or spas - in ground or with fixed decking</li> <li>• tennis courts</li> <li>• gates and fences</li> <li>• retaining walls</li> <li>• garage doors</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>• jetties used for business purposes</li> <li>• water</li> <li>• structures in the course of construction</li> </ul>

Continued next page...

	✓ Covered	✗ Not covered
<b>Fixtures</b> (continued...)	<ul style="list-style-type: none"><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>• 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>	



## What do we mean by ‘contents’?

	✓ Covered	✗ Not covered
Contents	<p>Household goods used for domestic purposes that <i>you</i> own and that are located at the <i>property address you</i> lease to <i>tenants</i> or rent out to <i>paying guests</i>, for their use including:</p> <ul style="list-style-type: none"> <li>• furniture, furnishings</li> <li>• cutlery, crockery and kitchenware</li> <li>• <i>artworks</i>, rugs and <i>antiques</i> (these items have limits. See <b>Contents with limits</b>)</li> <li>• televisions, stereos and non-portable entertainment systems</li> <li>• microwaves</li> <li>• <i>white goods</i></li> <li>• relocatable swimming pools, spas, their covers and accessories</li> <li>• garden appliances that don't need to be registered</li> <li>• water in tanks but only if there is no drinkable water supply available at the <i>property address</i></li> <li>• <i>strata fixtures</i> if <i>you</i> are a <i>strata lot owner</i></li> </ul>	<ul style="list-style-type: none"> <li>• any personal effects normally worn or carried by a person such as clothing, jewellery, furs or watches</li> <li>• any gold or silver objects</li> <li>• cash, vouchers, coupons, gift cards, money orders, negotiable financial documents, bullion, ingots, uncut and/or unset gemstones</li> <li>• computers of any type or any equipment, software or consumables associated with a computer</li> <li>• game consoles, their accessories and games</li> <li>• portable heaters, hair dryers, coolers or fans, vacuum cleaners, bedding and towels, (unless <i>your rental property</i> is a <i>casual let</i>)</li> <li>• photographic or video equipment or associated consumables of any kind</li> <li>• musical instruments</li> <li>• sporting goods or equipment</li> <li>• stamps, coins, medals or documents of any kind</li> </ul>

Continued next page...

	✓ Covered	✗ Not covered
<b>Contents</b> (continued...)	<p>‘Strata fixtures’ includes:</p> <ul style="list-style-type: none"> <li>• carpets, linoleum, floating floors and other fixed floor coverings</li> <li>• curtains and internal blinds</li> <li>• light fixtures</li> <li>• hot water systems that exclusively service your lot</li> <li>• air conditioners</li> <li>• the internal paintwork, wallpaper</li> <li>• any fixture or structural improvement within or attached to your <i>rental property</i></li> </ul> <p>within or attached to your <i>rental property</i>, if you own the item or you are legally responsible for the item and the <i>strata body corporate</i> is not required by law or its constitution to insure them</p>	<ul style="list-style-type: none"> <li>• mobile phones, any portable electrical appliance or electrical equipment or portable electronic games devices or any similar devices</li> <li>• bicycles, any motor cycles, motor scooters, caravans or trailers, motor vehicles of any kind, except for garden appliances that don’t need to be registered</li> <li>• watercraft, hovercraft or aircraft or the accessories or spare parts of any bicycles, motor vehicles, watercraft or aircraft</li> <li>• any property that doesn’t belong to <i>you</i> (for example property owned by <i>tenants</i> or <i>paying guests</i>)</li> <li>• any property owned by <i>you</i> but not intended for the use of any <i>tenant</i> or <i>paying guest</i></li> <li>• any property:               <ul style="list-style-type: none"> <li>◦ illegally in <i>your</i> possession, or</li> <li>◦ stored in a dangerous or illegal way</li> </ul> </li> <li>• any equipment connected with growing or creating any illegal substance</li> <li>• any tools of trade or any business stock</li> </ul>

	✓ Covered	✗ Not covered
<b>Contents</b> (continued...)		<ul style="list-style-type: none"> <li>• fish, birds or other animals</li> <li>• lawns, hedges, trees, shrubs, plants (real or artificial)</li> <li>• soil, earth, sand, gravel, bark, mulch or similar materials</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>• anything that's a building or <i>fixture</i> (other than <i>strata fixtures</i>), even if it's not yet fixed to the land or <i>buildings</i> such as building materials awaiting installation</li> </ul>



# 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’ll collect personal information when *you* deal with *us*, *our* agents, other companies in the QBE group or suppliers acting on *our* behalf. We use *your* personal information so we can do business with *you*, which includes issuing and administering *our* products and services and processing claims. Sometimes we might send *your* personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in more detail where and from whom we collect personal information, as well as where we store it and the ways we could use it. To get a copy at no charge by *us*, please visit [qbe.com/au/privacy](https://qbe.com/au/privacy) or call *us* on 13 37 23. It’s up to *you* to decide whether to give *us* *your* personal information, but without it we might not be able to do business with *you*, including not paying *your* claim.

## Complaints

We're here to help. If *you're* unhappy with any of *our* products or services, 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.

If *you* have an existing complaint and need access to an interpreter, please contact *your* Dispute Resolution Officer directly.

### Step 2 – Customer Care

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 Care team or *you* can contact Customer Care 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 – Internal Dispute Resolution

If *your* complaint isn't resolved by Customer Care, or indeed at any time, *you* can ask for *your* complaint to be escalated for review by *our* Internal Dispute Resolution (IDR) team. A Dispute Resolution Specialist will review *your* complaint independently and provide *you* with our final decision.

### Step 4 – 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 IDR 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 13 37 23 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 [privacy.officer@qbe.com](mailto:privacy.officer@qbe.com).

If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner:

**Phone:** 1300 363 992

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

**Post:** GPO Box 5218, 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)

We recognise that family and domestic violence is a complex issue and we take it seriously. For more information about support our Family and Domestic Violence Policy is 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 on 1300 558 849 or go to [apra.gov.au/financial-claims-scheme-general-insurers](http://apra.gov.au/financial-claims-scheme-general-insurers)

# Part B: Financial Services Guide

Preparation Date: 16 December 2020

## 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 the Insurer. All referral fee costs are included in the insurance premium and are not an additional cost to you.

## 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

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# Need help or need to make a claim?



13 70 11



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