

Landlord Insurance



Product Disclosure Statement

For residential landlords



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 ζητήστε 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 QBE

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

QBE in the community

Premiums4Good™

QBE is committed to giving back to the communities that it operates in. Through Premiums4Good, QBE invests a portion of customer premiums into impact investments that aim to make positive environmental or social change, alongside a financial return. It's just another way QBE helps in enabling a more resilient future.

About CHU

CHU Underwriting Agencies Pty Ltd is a specialist strata and community title insurance underwriting agency and holds an Australian Financial Services licence (AFS Licence No: 243261) to issue and advise on general insurance products and provide claims handling and settlement services. CHU Underwriting Agencies is a wholly owned subsidiary of Steadfast Group Ltd (ABN 98 073 659 677). For further information about CHU's association with Steadfast group Ltd, please visit **chu.com.au**

Relationship between CHU and QBE

This Landlord Insurance is issued and underwritten by QBE. CHU is authorised to distribute Landlord Insurance on behalf of QBE acting under its own AFSL.

For details on how CHU are remunerated please see CHU's Financial Services Guide (FSG) at **chu.com.au/resource/financial-services-guide/**

Any matters or enquiries you may have should be directed to CHU. CHU's contact details are shown on the back cover of this document.

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About your policy

Our agreement

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

Your policy documents

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



this Product
Disclosure
Statement (PDS)



any applicable
Supplementary Product
Disclosure Statement
(SPDS)



*your Certificate of
Insurance*



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

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

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

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

Sending you documents

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

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

About this PDS

This PDS tells *you* about the 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.

References to legislation

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

‘Subsequent legislation’ means:

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

When there is more than one insured

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

About your policy

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*

You're planning demolition or 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

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 or *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 *you*.

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

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

Changes to your circumstances

If *you* tell *us* about *any* of the following changes then *we* will cancel the cover for that insured property under *your* policy and refund any unused portion of the premium:

- *you* are removing the roof (except if the roof is fully reinstated within 24 hours of the commencement of its removal), or removing or changing supporting walls, underpinning, foundations or piers in a residential building at the *property address*;
- *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 *us* on **1300 464 820** 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:

- 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 our Landlord Insurance Additional Information Guide at **chu.com.au/important-documents** or call us on **1300 464 820** for a copy at no charge by us.

If you have contents cover – your contents sum insured

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



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

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

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 sum(s) insured when making changes such as:

When you should consider changing your sum(s) insured	If you have buildings cover	If you have contents cover
Alterations, additions or renovations	✓	✓
If <i>you</i> determine that <i>you</i> are underinsured, for example, after getting advice from a quantity surveyor on the replacement value of <i>your rental property</i> or, after reassessing the value of <i>your contents</i> while making an inventory of <i>your</i> possessions.	✓	✓
<div>You buy items that increase the value of <i>your contents</i></div> <div><div>If you're a <i>strata lot owner</i>, you should also consider changing <i>your</i> sum(s) insured when <i>you</i> 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 <i>you</i> install a new kitchen.</div></div>	✗	✓
Note: Limits apply to some <i>contents</i> 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.

About your policy

Sum(s) insured adjustment feature

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

For an example of how the **Sum(s) insured adjustment feature** works in practice, see our Landlord Insurance Additional Information Guide at chu.com.au/important-documents/ or call us on **1300 464 820** 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 0.5% under the **Sum(s) insured adjustment feature**.

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

Over-insuring

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

The cover

When you take out this policy you can choose:

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

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

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?** in Definitions

What you're covered for

We'll cover you:

- for *damage* to your *buildings* caused by the Insured Events listed in this PDS;
- under Standard Features applicable to buildings cover;
- under the Rent Default by *Tenant* option if you've chosen to add it to the cover for an insured property on 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?** in Definitions

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 the cover for an insured property on *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


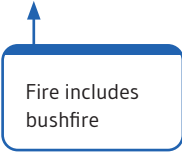

The most we will pay for *artworks*, *rugs* and *antiques* is \$20,000 per item, *set or pair*.


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** in the Claims section of this policy.

Insured Event	We'll cover	We won't cover
 <p>Fire</p>  <p>Fire includes bushfire</p>	<p><i>damage</i> caused by:</p> <ul style="list-style-type: none"> • fire; • charring, melting or scorching as a result of heat from a fire; and • smoke, ash or soot from a fire 	<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>
 <p>Theft</p>	<p>loss or <i>damage</i> caused by theft or attempted theft, including by <i>tenants</i> or <i>paying</i> guests</p> <p>Note: 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 What you must do after an incident for more information.</p> <p>Note: See Bond money and security bonds 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"> • by <i>you</i> or someone with <i>your</i> consent; or • 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


Insured Event	We'll cover	We won't cover
<div></div> <div>Storm, storm surge, rain, hail or flood</div> <div><div>↑ Storm includes cyclone</div></div>	<p><i>damage caused by storm, storm surge, rain, hail or flood</i></p> <p><i>damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the storm, storm surge, rain, hail or flood</i></p>	<p><i>damage caused by water, rain, wind, hail or debris:</i></p> <ul style="list-style-type: none">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; orbecause of existing <i>damage</i>, a design fault, a structural defect or faulty workmanship that:<ul style="list-style-type: none"><i>you</i> were aware of, or a reasonable person in the circumstances would have been aware of; and<i>you</i> or a reasonable person in the circumstances would have known may result in further <i>damage</i> and, if <i>you are a strata lot owner, you have not advised the strata body corporate</i>; ordue to lack of maintenance <div><div>↑ For example, where gutters overflow due to a build-up of leaves or other debris.</div></div>


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"> • retaining walls; • swimming pool or spa covers, solar covers or plastic liners (including vinyl); • swimming pools or spas as a result of hydrostatic pressure; • 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 • gates and fences that you were aware, or a reasonable person in the circumstances would have been aware, were: <ul style="list-style-type: none"> ◦ in a poor or damaged condition before the <i>incident</i>; or ◦ installed or constructed incorrectly



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

Insured Event	We'll cover	We won't cover
<div data-bbox="98 212 160 292">  </div> <div data-bbox="98 308 288 363"> <p>Escape of water or other liquid</p> </div>	<p><i>damage</i> caused by water or other liquid which suddenly and unexpectedly escapes from:</p> <ul style="list-style-type: none"> • a plumbing system; • a water main or pipe; • a bath, shower, fixed basin or sink; • a waterbed; • a fixed heating or cooling system; • roof gutters or downpipes; • a tank; • a toilet system; • <i>white goods</i>; or • a swimming pool or spa <p><i>damage</i> caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of the Escape of water or other liquid</p> <p>If <i>you</i> have buildings cover and <i>your</i> claim for <i>damage</i> caused by escape of water or other liquid has been accepted, <i>we'll</i> also pay the <i>reasonable</i> cost of a qualified and properly equipped supplier to:</p> <ul style="list-style-type: none"> • find the source of the escaped water or other liquid; and 	<p><i>damage</i>:</p> <ul style="list-style-type: none"> • deliberately caused by <i>you</i> or someone with <i>your</i> consent; • to <i>your</i> swimming pool or spa due to hydrostatic pressure; • caused by the porous condition of any tiles, grouting or sealant; or • due to: <ul style="list-style-type: none"> ◦ lack of maintenance; <div data-bbox="739 670 985 861"> <div data-bbox="851 670 868 702">  </div> <div data-bbox="739 702 985 861"> <p>For example, where gutters overflow due to a build-up of leaves or other debris.</p> </div> </div> ◦ a defect or faulty workmanship; or ◦ a gradual process such as condensation, rising damp or splashing; <p>that:</p> <ul style="list-style-type: none"> ◦ <i>you</i> were aware of, or a reasonable person in the circumstances would have been aware of; and ◦ <i>you</i> knew, or a reasonable person in the circumstances would have known may result in water or other liquid <i>damage</i> or further <i>damage</i>; and

Continued next page...

Insured Event	We'll cover	We won't cover
<p>Escape of water or other liquid</p> <p>(continued...)</p>	<ul style="list-style-type: none">• repair any <i>damage</i> that was necessary in order to find the source. <div><p>However, if there is no water or other liquid <i>damage</i> caused to <i>your</i> insured property, <i>we</i> 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">◦ if <i>you</i> are a <i>strata lot owner</i>, <i>you</i> have not advised the <i>strata body corporate</i> of it <p>costs to:</p> <ul style="list-style-type: none">• fix leaks;• repair or replace any part of a shower recess or shower base such as tiles, grouting, or any membrane or waterproofing;• 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• fix defects in the design or construction of a system
 <p>Accidental breakage of glass or sanitary fixtures</p>	<p>if <i>you</i> have buildings cover or <i>you</i> are a <i>strata lot owner</i> accidentally broken:</p> <ul style="list-style-type: none">• 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">◦ any window tinting or shatter proofing material attached to it; and◦ the frame, if required to replace the broken glass; and	<p><i>damage</i> to:</p> <ul style="list-style-type: none">• part of a glass house or conservatory; or• tiles <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">• fireplaces and heaters; or• oven doors, stove tops or other cooking surfaces

Insured Event	We'll cover	We won't cover
<p>Accidental breakage of glass or sanitary fixtures</p> <p>(continued...)</p>	<ul style="list-style-type: none"> ceramic, acrylic or fibreglass sanitary <i>fixtures</i> such as baths, toilets and sinks <p>if you have contents cover, <i>accidentally</i> broken glass that forms part of:</p> <ul style="list-style-type: none"> furniture; mirrors; and relocatable light fittings 	<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><i>damage to:</i></p> <ul style="list-style-type: none"> glass forming part of a picture or television; or items normally carried by hand such as crockery, glassware, glass vases and ornaments
 <p>Vandalism or malicious act</p>	<p><i>damage caused by vandalism or malicious act including vandalism or malicious act by tenants or paying guests</i></p> <p>Note: As soon as reasonably possible after the <i>vandalism or malicious act</i>, you must report the <i>incident</i> to the police and provide details of the report to us. See What you must do after an incident for more information.</p> <p>Note: See Bond money and security bonds 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><i>damage caused by vandalism or malicious act:</i></p> <ul style="list-style-type: none"> by you or someone with your consent; or by anyone with whom you're legally required to have a <i>lease agreement</i> but you don't have one <p>chemical contamination by an illegal or controlled drug caused by <i>your tenant</i>. But see the cover under the Standard Feature Chemical decontamination costs</p>

Insured Event	We'll cover	We won't cover
 Collision	<p>damage caused by any of the following (or any part of them, or anything carried by them) <i>accidentally</i> colliding with <i>your</i> property:</p> <ul style="list-style-type: none">• a train;• a vehicle, trailer or caravan;• any watercraft;• a hovercraft;• an aircraft;• a spacecraft, a satellite or any space debris; or• a television, radio or satellite aerial including their masts or fittings	<p>damage caused by wheels, tyres or the weight of a vehicle to <i>fixtures</i> such as paths, driveways, bridges, culverts or underground pipes, cables or utilities</p> <div><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>
 Falling tree or branch	<p>damage caused by a falling tree or branch</p> <p>the <i>reasonable</i> costs:</p> <ul style="list-style-type: none">• to remove fallen trees or branches that caused the <i>damage</i> and take them to the nearest permissible dumping ground;• 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• to treat the stump to prevent further growth	<p>damage caused by tree lopping, pruning or felling by <i>you</i> or done with <i>your</i> consent</p> <p>the cost of removing the stump</p>

Insured Event



Burnout of electric motors

We'll cover

damage to an electric motor in a domestic machine or appliance if it has been burnt out by an electric current.

We'll pay the *reasonable cost* to repair or replace:

- the electric motor; or
- the compressor containing the motor; or
- the sealed unit (including regassing where necessary) if the electric motor is inside a sealed unit; or
- a water pump together with its electric motor, if it's not possible to replace just the electric motor

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.

We won't cover

motors more than 10 years old

leakage of refrigerant gas and maintenance of refrigerant dryers

the cost of:

- retrieving, removing or replacing the pump section of pool or pressure pumps;
- the cost of retrieving or re-installing submerged or underground pumps or their driving motors;
- hiring a replacement machine or appliance


repairing or replacing:




- motors under manufacturers' guarantee or warranty;
- motors forming part of equipment used for earning any income by *you*;

Equipment used for earning an income may be insurable under a business insurance policy.

- electronic controllers or other electronics;

Continued next page...

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

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"> clawing; pecking; scratching; soiling; fouling; or polluting in any way
 <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 Explosion</p>	<p>the cost to repair or replace the item that exploded</p> <div> <p>For example, we won't pay to replace a hot water system, solar heater or water tank that exploded.</p> </div>
 <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"> accidental damage to your buildings; and damage caused by power surge confirmed by an appropriately qualified contractor <div> <p>If you think you may have a claim for power surge, please call 1300 464 820 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"> anything in the 'We won't cover' column of the Insured Events table anything in the 'But not...' column of the Standard Features tables; and the General Exclusions <p>damage to domestic garden appliances while being used</p>


Continued next page...



Insured Event	We'll cover	We won't cover
Accidental damage (continued...)	<p>If we insure <i>your contents</i>:</p> <ul style="list-style-type: none">• <i>accidental damage to your contents</i>;• <i>damage caused by power surge</i> confirmed by an appropriately qualified contractor; and <div><p>If you think you may have a claim for <i>power surge</i>, please call 1300 464 820 before you contact anyone to make repairs.</p></div> <ul style="list-style-type: none">• <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. <p>Note: See Bond money and security bonds 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><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

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

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

Standard Feature	We will...	But not...
 <p>Emergency temporary repairs</p> <ul style="list-style-type: none"> ✓ 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 data-bbox="370 758 658 976"> <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>Note: 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 <i>you're</i> unable to contact <i>us</i></p>

Standard Feature	We will...	But not...
 Temporary storage of contents <div><div>✗ Buildings cover</div><div>✓ Contents cover</div></div>	<p>pay the <i>reasonable</i> cost to move <i>your</i> undamaged <i>contents</i> into storage and store them for as long as they can't be kept at the <i>property address</i> due to the <i>incident</i>, up to the <i>lesser</i> of:</p> <ul style="list-style-type: none">• costs incurred up to 24 months from the time of the <i>incident</i>; or• 20% of <i>your</i> contents sum insured <p>This Standard Feature is payable in addition to <i>your</i> contents sum insured.</p>	<p>costs to store items outside Australia</p>
 Mortgage discharge <div><div>✓ Buildings cover</div><div>✗ Contents cover</div></div>	<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...
 <p>Environmental upgrades – contents</p> <p>✗ Buildings cover</p> <p>✓ Contents cover</p>	<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"> • <i>your claim has been accepted and the item is to be replaced; and</i> • <i>you'd like a more environmentally friendly appliance.</i> <p><i>For example, if your claim to replace your two star energy-rated washing machine is accepted, we'll pay up to an additional \$500 to replace it with a similar one with a better energy rating.</i></p> <p>The most we'll pay is \$2,500 in total per <i>period of insurance</i>.</p> <p>This Standard Feature is payable in addition to <i>your</i> contents sum insured.</p>	
 <p>Environmental upgrades – buildings</p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>if:</p> <ul style="list-style-type: none"> • <i>your buildings are a total loss and we have agreed to rebuild them; and</i> • <i>you'd like to make improvements to your replacement building to make it more environmentally friendly</i> 	<p>costs in addition to <i>your</i> buildings sum insured for replacement of items or equipment which was already installed in or on <i>your buildings</i></p>

Continued next page...

Standard Feature	We will...	But not...
Environmental upgrades – buildings (continued...)	<p>pay up to \$2,500 of the cost <i>to 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">• a rainwater tank (including the tank and necessary pump, wiring, foundations, stand and pipes);• 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);• a hot water heat exchange system (including the heat exchange system and necessary wiring, stand and pipes); or• a grey water recycling system (including the recycling system, wiring and pipes). <p>This Standard Feature is payable in addition to <i>your</i> buildings sum insured.</p>	

Standard Feature	We will...	But not...
<div data-bbox="98 215 162 295"></div> <p data-bbox="98 311 313 363">Loss of rent – formal lease</p> <ul data-bbox="98 383 336 507" style="list-style-type: none"> ✓ Buildings cover ✓ Contents cover only where you're a strata lot owner 	<p data-bbox="369 215 644 287">If you have buildings cover: pay up to the lesser of:</p> <ul data-bbox="369 311 655 446" style="list-style-type: none"> • 24 months from the time of the <i>incident</i>; or • 20% of <i>your</i> buildings sum insured <p data-bbox="369 470 649 686">towards the actual <i>rent you</i> lose, based on <i>your</i> current <i>lease agreement</i>, for the period <i>your rental property</i> is <i>unliveable</i> due to an <i>incident</i> for which a claim has been accepted.</p> <p data-bbox="369 710 644 925">If <i>your buildings</i> claim has been accepted but <i>you</i> decide not to rebuild, <i>we'll</i> 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 data-bbox="369 949 632 1005">If you are a <i>strata lot owner</i> with contents cover only:</p> <p data-bbox="369 1029 616 1053">pay up to the greater of:</p> <ul data-bbox="369 1077 655 1181" style="list-style-type: none"> • 20% of <i>your</i> contents sum insured; or • \$50,000 <p data-bbox="369 1204 649 1420">towards the actual <i>rent you</i> lose, based on <i>your</i> current <i>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 a claim has been accepted.</p>	<p data-bbox="705 215 963 367">if the <i>rental property</i> has been <i>untenanted</i> for 90 or more consecutive days <i>immediately</i> before the <i>incident</i></p> <p data-bbox="705 391 996 542">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>

Continued next page...

Standard Feature	We will...	But not...
<p>Loss of rent – formal lease</p> <p>(continued...)</p>	<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 your sum insured.</p>	
<div></div> <p>Loss of rent – casual let</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">the actual <i>rent</i> you lose; orthe <i>rent</i> you are expected to lose <p>for as long as your <i>rental property</i> is <i>unliveable</i> due to an <i>incident</i> for which a claim has been accepted.</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> <ul style="list-style-type: none">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	<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">registration, cleaning or advertising; ormanaging or renting out the <i>rental property</i> <p>any <i>rent</i> lost more than 12 months after the <i>incident</i> occurred</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 – casual let</p> <p>(continued...)</p>	<ul style="list-style-type: none"> • for any period after the first month, the greater of: <ul style="list-style-type: none"> ◦ the actual <i>rent</i> lost* as a result of confirmed bookings in that period being cancelled due to the <i>damage</i>; or ◦ the <i>rent</i> you would have received during that period, based on paid bookings during the same period in the previous year. <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 rent <i>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>	<p>Continued next page...</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 – casual let</p> <p>(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> <div><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></div> <p>If <i>your buildings</i> claim has been accepted but <i>you</i> decide not to rebuild, <i>we’ll</i> 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>This is payable in addition to <i>your</i> sum insured.</p>	

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


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


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

Standard Feature	We will...	But not...
 <p>Building materials awaiting installation</p> <p>✓ Buildings cover</p> <p>✗ Contents cover</p>	<p>pay up to \$2,000 towards the cost of loss or <i>damage</i> caused by one of the Insured Events to <i>your</i>:</p> <ul style="list-style-type: none"> • building materials awaiting installation and which <i>you</i> intend to use for repairs, alterations or additions at <i>your</i> property address; and • gas or electrical appliances intended to become <i>fixtures</i>. <p>We'll only pay this benefit once in the <i>period of insurance</i>.</p> <p>No excess is payable for this Standard Feature.</p>	<p>loss of or <i>damage</i> to:</p> <ul style="list-style-type: none"> • soil, sand, gravel, bark, mulch or similar materials; or • gas or electrical appliances, unless they're in a locked and fully enclosed <i>building</i> at <i>your</i> property address.


Standard Feature	We will...	But not...
 <p>Clean up costs following a death</p> <ul style="list-style-type: none">✓ Buildings cover✓ Contents cover	<p>pay up to \$35,000 in total in any one <i>period of insurance</i> for the necessary and <i>reasonable costs</i> 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>Chemical decontamination costs</p> <ul style="list-style-type: none">✓ Buildings cover✓ Contents cover <div><p>↑</p><p>If a claim under this Standard Feature has been accepted, you may also be able to make a claim under the Standard Feature Loss of rent – formal lease.</p></div>	<p>pay up to \$35,000 in total in any one <i>period of insurance</i> towards the necessary and <i>reasonable costs</i> 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">• you are renting out <i>your rental property</i> under a <i>formal lease</i>;• you or <i>your estate agent</i> inspect the <i>rental property</i> at least every six months;	<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 you are legally required to have a <i>lease agreement</i> but you don't have one</p> <p>if you 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 you or <i>your agent</i> didn't report it to the police as soon as reasonably possible</p>

Standard Feature	We will...	But not...
Chemical decontamination costs (continued...)	<ul style="list-style-type: none">• <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• an assessment, in accordance with the relevant state, territory or national government authority guidelines, confirms that chemical decontamination is required by those guidelines. <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>Note: See Bond money and security bonds 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></div> <div>Damage by tenants' pets</div> <div><div>✓ Buildings cover</div><div>✓ Contents cover</div></div>	<p>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><div>↑</div><div><p>This Standard Feature only applies to <i>tenants' pets</i> and not <i>paying guests' pets</i>.</p></div></div> <p>Note: See Bond money and security bonds for how <i>bond money</i> is applied to claims for <i>loss or 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 <i>you</i> didn't collect one, the maximum amount <i>you</i> could have legally collected as a <i>pet bond</i>.</p> <p>An excess is payable for this Standard Feature.</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>

Standard Feature	We will...	But not...
 <p>Loss of rent due to forced evacuation by government authority</p> <ul style="list-style-type: none"> ✓ Buildings cover ✓ Contents cover only where <i>you're a strata lot owner</i> 	<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"> • <i>damage</i> to a home, residential strata title property, road or street caused by an Insured Event; • a burst water main; • a bomb threat or bomb <i>damage</i>; • a riot; • 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 <i>your rental property</i> caused by an Insured Event <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>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"> • registration, cleaning or advertising; or • managing or renting out the <i>rental property</i> <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>

Continued next page...

Standard Feature	We will...	But not...
<p>Loss of rent due to forced evacuation by government authority</p> <p>(continued...)</p>	<p>For a <i>casual let</i>, we will calculate the amount we <i>pay</i>, based on the actual <i>rent</i> lost* as a result of confirmed bookings being cancelled.</p> <p>This is payable in addition to <i>your</i> sum insured.</p> <p>An excess is payable for this Standard Feature.</p>	
<div></div> <p>Damage by emergency services</p> <ul style="list-style-type: none">✓ Buildings cover✓ Contents cover	<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 the <i>damage</i> and <i>you</i> didn't report it to the police as soon as reasonably possible</p>

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

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*.

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

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 the cover for an insured property on *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*.

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

Rent default – tenant leaves

We will pay the actual *rent* *you* lose if *your tenant* fails to pay *rent* in accordance with the *lease agreement* and they:

- leave *your rental property* before the end of the tenancy period stated in the *lease agreement* and do not give *you* or *your estate agent* the required notice; or
- are legally evicted from *your rental property*.

The maximum total amount we will pay where there's a fixed lease in place is:

- \$15,000; or
- 15 weeks' *rent*,

whichever is the lesser.

However, if there is a *periodic tenancy* the maximum total amount we will pay for is two weeks' *rent*.

Note: Under no circumstances will we pay more than \$15,000 for **Rent default – tenant leaves**.

Continued next page...

Event

The most we will pay

Failure to vacate

We will pay the actual *rent* you lose, if *your tenant* fails to pay *rent* in accordance with the *lease agreement* and refuses to vacate the *rental property* after an order for eviction or possession has been served on them by a legal authority such as a bailiff, court or tribunal.

The maximum total amount we will pay for is:

- \$15,000; or
 - 15 weeks' *rent*,
- whichever is the lesser.

Death, murder or suicide at the property address

We will pay the actual *rent* you lose because *your rental property* is *unliveable* as a result of:

- the death of *your tenant*; or
- suicide, murder or attempted murder, at the *property address*.

The maximum total amount we will pay for is:

- \$15,000; or
 - 15 weeks' *rent*,
- whichever is the lesser.

Release from lease obligation due to hardship or family domestic violence

We will pay the actual *rent* you lose because a court or tribunal has released *your tenant* from their obligation to pay *rent* due to hardship or family domestic violence.

The maximum total amount we will pay is:

- \$6,000; or
 - six weeks' *rent*,
- whichever is the lesser.

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 four 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 four 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).

The cover

If the *bond money* held is less than four 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:

- four weeks' *rent*; or
- what's left of four 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 four 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 six 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;
- the weakening of, removal of, or interference with support to land, buildings or other property;

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

- 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 domestic 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 workmanship,

as soon as is reasonable after *you* become aware of it, or a reasonable person in the circumstances would have become aware of it;

- *your* failure to fix *damage* that existed prior to the *incident* or *occurrence* as soon as is reasonable after *you* become aware of the *damage*, or a reasonable person in the circumstances would have become aware of it;
- *your 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 enter 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 and tear, depreciation, rust, oxidation, corrosion, fading;
- defect, structural fault, design fault or faulty workmanship;
- rising damp, seepage, mould, mildew, rot; or
- gradual deterioration due to action of light, air, sand, sea salt, water, or atmospheric or climatic conditions.



For example, 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 or ceiling adhesive over time.

Construction works

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

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

If *you* are removing the roof (except if the roof is fully reinstated within 24 hours of the commencement of its removal), or removing or changing supporting walls, underpinning, foundations or piers in a residential *building* at the *property address*, we will cancel the cover for that insured property under *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 hotels, motels, resorts, inns, commercially operated serviced apartments 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 three 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.

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**;
- any contagious or communicable disease;
- or in connection with:
 - an unauthorised or malicious act, software, coding or instructions;
 - a threat, hoax, scam or fraud;
 - programming or operator error; or
 - outage,

See Standard Feature **Loss of rent – casual let.**

affecting the use, integrity, security, operation, storage of, or access to, data, information, a computer, system, device, appliance, equipment, software, hardware, backup facility or a component of or attachment to any of these, regardless of time or place.

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

- loss, *damage*, destruction, distortion, erasure, corruption or alteration of, or loss of access to, or interference with, data on a computer or access to an internet service, due to malicious software or a cyber-attack, including but not limited to viruses, worms, Trojan Horses, back doors, logic bombs, trap doors, denials of service, ransomware or any computer hacking;
- unauthorised access to or copying of personal information via the internet or mobile phone network;
- unauthorised access to, or interference with the operation of, an appliance or device via the internet, Wi-Fi or Bluetooth;
- unauthorised access to *your* computer or device provided by means of a scam, or connection of a storage or other device affected by malicious software.

Continued next page...

Other loss or damage (continued...)

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

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

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 limitation and exclusion

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

Laws impacting cover

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

Multiple causes

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

Claims

This section explains *our* claims process. For examples of how we pay claims under this policy, read *our* Landlord Insurance Additional Information Guide at **chu.com.au/important-documents/** or call us on **1300 464 820** 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*.

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

If relevant, please see *our* Financial Hardship and/or Family and Domestic Violence Customer Support policies available at **chu.com.au/resource/financial-hardship**

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 us on **1300 464 820** to make *your* claim, or lodge it online at **claims.chu.com.au** If the situation requires urgent attention, please call us. We're available 24 hours, seven days a week.

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

What you must not do after an incident

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

- admit fault or liability, except in a court or to police. Call *us* if *you* would like guidance;
- offer or negotiate to settle a claim against *you*;
- unnecessarily delay notifying *us* of the *incident*;
- enter into any agreement with anyone else which could limit the amount that could be recovered from them;
- agree not to seek compensation from any person liable to compensate *you*;
- authorise repairs without *our* consent, other than as covered in the Standard Feature **Emergency temporary repairs**. If *you* do, *we* may not cover them; or
- dispose of *damaged* items unless *we've* first agreed to this. This is so *we* can establish the cause or extent of the *damage* to quickly and accurately assess *your* claim. Call *us* on **1300 464 820** if *you* would like guidance including where there is hazardous material present.

See **Preventing our right of recovery**

Cooperating with us

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

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

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Cooperating with us (continued...)

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

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

Contribution and other insurance

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

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

Salvage

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

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

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

What happens after a total loss?

Buildings and/or contents

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

- **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 the legal liability Standard Feature **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 for the cover relating to the insured property which sustained the total loss.

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

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

Lender's rights

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

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

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

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

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

Claim payments and GST

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

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

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

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

Note: In some cases, QBE may take on management of a claim. *We'll* tell you if this is going to happen and, in this event, references to 'we', 'our' and 'us' in this section mean 'QBE'.

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.

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.

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

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

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

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

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

Preventing our right of recovery

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

Providing proof of ownership and value

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

- receipts or tax invoices;
- credit card or bank statements;
- guarantee or warranty certificates;
- valuation certificates for *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* **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*.

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.

Claims

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

- 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 **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> <div><p>This is a common width of a doorway.</p></div> <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>
Damage to internal walls	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.
Damage to internal fixtures/fittings	We'll pay to repair or replace fitted cupboards, sections of cabinets and sections of benchtops if they are continuously joined to, and made of the same material as, the <i>damaged</i> part.

Claims

Matching materials

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

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

Delays in repairing, replacing or rebuilding

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

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

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

Rebuilding at an alternative location

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

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 as a result of poor-quality workmanship or use of incorrect or poor-quality materials in relation to this work, *we'll* rectify the problem by arranging, authorising and paying for further replacement, repair or rebuilding, for as long as *you* own the buildings.

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.

Claims

Fences

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

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

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

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

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

The most we'll pay

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

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

How we settle contents claims

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

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

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

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

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

- you decide to replace those *contents* with items that are not substantially the same;
- you decide you do not want the *contents* repaired or replaced;
- 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; or
- if you choose to go with a repairer of *your* choice.

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

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

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

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

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

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

Continued next page...

Claims

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

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

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

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

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

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

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

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

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

- the standard policy limit; 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.

Continued next page...

Claims

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

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.
 - 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.

Damage to internal strata fixtures/fittings

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

Matching materials (applicable to *strata lot owners*)

If part of *your* property is *damaged* or destroyed by an Insured Event and *your* claim is accepted, 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 *that are accepted*. Your contribution may be made up of one or more of the following excess types. There may be other excesses that apply in special circumstances. The excess types and amounts that apply to *your* policy will be shown on *your Certificate of Insurance*. For additional information about excesses and how they apply to *your* policy, read *our* Landlord Insurance Additional Information Guide at **chu.com.au/important-documents** or call *us* on **1300 464 820** for a copy at no charge by *us*.

We will not apply an excess for legal liability claims.

Excess type	When it applies
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Basic Excess	All claims unless otherwise stated.
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Imposed Excess	Where applicable, this excess is payable in addition to the Basic Excess.
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This may apply due to *your* claims history

Renovation, Alteration, Addition or Repair Excess	<p>This excess applies when:</p> <ul style="list-style-type: none">• 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• <i>damage</i> occurs that is covered by the policy under any of the following Insured Events:<ul style="list-style-type: none">◦ Fire;◦ Explosion;◦ Escape of water or other liquid;◦ Accidental breakage of glass or sanitary fixtures; or◦ Accidental Damage <p>as a direct result of the work being carried out.</p> <p>This excess is payable in addition to the Basic Excess and any other excesses that may apply.</p>
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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 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.*

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

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

Continued next page...

Excess type	When it applies
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Unoccupied Property Excess for Agreed period	
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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 four 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 four 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:

- four weeks' *rent*; or
- what's left of four 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 four 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.

Other costs, fees and charges

We charge an underwriting agency fee for each policy issued or renewed. The underwriting agency fee will be noted on *your Certificate of Insurance*. For further details of the underwriting agency fee, please refer to *our* Financial Services Guide at **chu.com.au/resource/financial-services-guide/**

Commission

We may receive a commission payment from QBE when the policy is issued and renewed. For details of the relevant commission paid, please refer to *our* Financial Services Guide at **chu.com.au/resource/financial-services-guide/**

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 *our* Landlord Insurance Additional Information Guide at **chu.com.au/important-documents** 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 in instalments by direct debit if the option is available in accordance with *our* standard rules and processes.

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.

Paying by direct debit (continued...)

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

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

Renewing your policy

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

If you pay your premium by direct debit

If *you* pay *your* premium by direct debit and *we* invite *you* to renew *your* policy, ***we'll continue to debit your premium payments*** in instalments.

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

Adjustment of premium on renewal

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

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

Adjustment of premium on renewal (continued...)

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

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

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

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

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

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

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

Cancelling your policy

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

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

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

*If you've paid your premium in advance and your policy is cancelled, we'll refund you the proportion of the premium for the remaining *period of insurance*, less our underwriting agency fee noted on your Certificate of Insurance and 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.



Definitions

Term	Definition
Accidental	Resulting from a sudden mishap or adverse event that <i>you</i> neither expect nor intend.
Action of the sea	Tidal wave, high tide, king tide or any other movement of the sea except for: <ul style="list-style-type: none">• <i>tsunami</i>; and• <i>storm surge</i>.
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.
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">• any <i>damage</i> to the <i>rental property</i> and/or <i>contents</i>• <i>rent owed</i>• re-letting costs or other similar expenses.
Buildings	See What do we mean by buildings and fixtures?
Burnout	Fusing or melting together of the windings of an electric motor following <i>damage</i> to the insulating material due to overheating by an electric current.

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"> • are not legally approved as habitable spaces for residential purposes; or • are not standard housing such as: <ul style="list-style-type: none"> ◦ free-standing houses; ◦ units, flats or apartments; ◦ semi-detached houses; ◦ townhouses or villas; ◦ terraces; ◦ duplexes, triplexes, fourplexes; or • are unsafe to live in; or • do not have functional bathroom facilities; or • are not connected to the electricity supply; or • are not connected to hot and cold running water; or • are not furnished such that they are comfortably habitable; or • do not contain a functioning refrigerator and cooking appliance.
Certificate of Insurance	<p>The most recent Certificate of Insurance <i>we</i> have sent <i>you</i>. It shows the information that forms the basis on which <i>we've</i> 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>

Definitions

Term	Definition
Common property	<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">• driveways and pathways;• swimming pools;• gymnasiums; and• barbeque areas.
Contents	Items listed under What do we mean by contents?
Damage, damaged	<p>When property insured by this policy is physically harmed, but not from <i>wear and tear</i>, and its value or usefulness is permanently reduced. It also includes where property insured is destroyed or unrecoverable.</p> <p>It does not include:</p> <ul style="list-style-type: none">• 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• scratching or denting which is cosmetic and that's the only damage; or• 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.
Depreciation	Reduction in value of an item or property due to <i>wear and tear</i> or age.
Earth movement	<p>Includes landslide, landslip, mudslide, subsidence and the heaving, collapsing, vibration, <i>erosion</i>, settlement or shrinkage of earth, but not earthquake.</p> <p>Note: 'Heave' is the upward movement of the earth supporting a building because of the expansion of soil.</p>

Term	Definition
Erosion	Worn or washed away by water, ice or wind.
Estate agent	A licensed real estate agent who manages the leasing of <i>your rental property to tenants</i> .
Fixtures	See What do we mean by buildings and fixtures?
Flood	<p>The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:</p> <ul style="list-style-type: none"> • a lake (whether or not it has been altered or modified); • a river (whether or not it has been altered or modified); • a creek (whether or not it has been altered or modified); • another natural watercourse (whether or not it has been altered or modified); • a reservoir; • a canal; • a dam.
Formal lease	<p>Where an entire property is rented out as a residence and not for short term holiday purposes, and if the relevant residential tenancy legislation:</p> <ul style="list-style-type: none"> • requires a <i>lease agreement</i> – there is a <i>lease agreement</i> in place that complies with that legislation; or • does not require a <i>lease agreement</i> – if the rental period is three months or longer, there is a <i>lease agreement</i> in place.
Holiday rental platform	<p>Either:</p> <ul style="list-style-type: none"> • a website that, or • a suitably licensed real estate agent who, <p>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>.</p>

Definitions

Term	Definition
Incident	An event or series of related events which causes loss or <i>damage</i> and results in a claim on <i>your</i> policy.
Insured	See definition of ‘you, your, insured’.
Lease agreement	<p>A written and enforceable agreement between <i>you</i> and <i>your tenant</i>:</p> <ul style="list-style-type: none">• to rent <i>your</i> entire <i>rental property</i>; and• that’s subject to and compliant with the relevant residential tenancy legislation. <p>A lease agreement typically indicates:</p> <ul style="list-style-type: none">• the amount of <i>rent</i> and how it is to be paid;• the length and type of tenancy;• the amount of bond required;• other conditions and rules; and• any special terms agreed by the parties that are compliant with the relevant residential tenancy legislation. <div><p>We consider it a <i>lease agreement</i> whether it’s for a fixed term or a <i>periodic tenancy</i>.</p></div>
Occurrence	An event, including continuous or repeated exposure to substantially the same general conditions which results in personal injury or damage to property. <i>We</i> regard all events arising from one original source or cause as one occurrence.
Paying guest	<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">• the length of time the property will be let;• the amount of <i>rent payable</i>; and• the amount of any <i>security bond</i>, booking fee and deposit.

Term	Definition
Period of insurance	The time between the start date and end date shown on <i>your Certificate of Insurance</i> during which we have agreed to provide cover. If <i>your</i> policy ends sooner, for example <i>your</i> policy is cancelled, the <i>period of insurance</i> ends at the same time.
Periodic tenancy	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> .
Pet	Any domestic animal that is kept at <i>your rental property</i> .
Pet bond	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.
Power surge	An unexpected, temporary, uncontrolled increase in current or voltage in an electrical circuit. Also known as a power swell, brown out, voltage variation or power spike.
Property address	The address shown on <i>your Certificate of Insurance</i> where <i>your rental property is located</i> .
Reasonable cost	<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 you arrange the repair, rebuild, replacement or work for which a cost is incurred with <i>our</i> prior consent: the actual cost as set out in a valid tax invoice.</p> <p>If you arrange the repair, rebuild, replacement or work for which a cost is incurred without <i>our</i> prior consent because of an emergency and you act reasonably in:</p> <ul style="list-style-type: none"> • making arrangements by engaging reputable service providers or sourcing replacement property at market rates; or • 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

Continued next page...

Definitions

Term	Definition
Reasonable cost (continued...)	<ul style="list-style-type: none">taking proportionate steps to protect <i>your</i> property from further <i>damage</i>: <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 we would have incurred if <i>you</i> had obtained <i>our</i> prior consent and we had made the arrangements.</p> <p>In this definition, when we say ‘work’ this includes services such as 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>
Rent	<p>The amount of money payable by <i>your</i>:</p> <ul style="list-style-type: none"><i>tenant</i> on a regular basis to lease the property under a <i>formal lease</i>, or<i>paying guest</i> to use the property under a <i>casual let</i>.
Rental property	<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>
Scope of works	<p>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>.</p>
Security bond	<p>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.</p>

Term	Definition
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 What do we mean by contents?
Strata lot	<i>Your</i> lot and any lockable garage or storage area such as a storage cage that forms part of the same lot, excluding any common property, at the <i>property address</i> .
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
Terrorism	<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">• involves violence against one or more persons; or• involves <i>damage</i> to property; or• endangers life other than that of the person committing the action; or• creates a risk to health or safety of the public or a section of the public; or• is designed to interfere with or to disrupt an electronic system.
Total loss	<p>Your property is a total loss when:</p> <ul style="list-style-type: none">• we pay the total sum insured, item limit or category limit; or• <i>your insured buildings and/or contents</i> are lost or destroyed.
Tsunami	<p>A sea wave caused by a disturbance of the ocean floor or seismic movement such as an underwater earthquake or landslide.</p>
Unliveable	<p>The <i>rental property</i> is unliveable if, due to an <i>incident</i>:</p> <ul style="list-style-type: none">• it is unsafe to live in; or• it does not have functional bathroom facilities; or• it does not have functional kitchen facilities; or• it is not connected to the electricity supply; or• it is not connected to hot and cold running water; or• if it's rented out on a fully furnished basis:<ul style="list-style-type: none">◦ it is not furnished such that it is comfortably habitable; or◦ it does not contain a functioning refrigerator and cooking appliance.

Term	Definition
Unoccupied	<p>A property is <i>unoccupied</i> in a period of 90 consecutive days if, during that period, the following did not happen:</p> <ul style="list-style-type: none"> • you or someone with <i>your</i> consent slept and ate there for at least two consecutive nights in that 90 day period, and • on those two nights the property: <ul style="list-style-type: none"> ◦ was furnished such that it is comfortably habitable; and ◦ contained at least one usable bed/mattress; and ◦ contained at least one table or bench and a chair; and ◦ contained a functioning refrigerator and cooking appliance; and ◦ was connected to the electricity supply; and ◦ was connected to hot and cold running water. <p>You may be asked to prove the occupancy of the property in the event of a claim. This may be supported by the usage of the utilities that are connected to the property. Sometimes we might ask for other evidence of occupancy.</p>
Vandalism or malicious act	<p>An act done with the intention of causing <i>damage</i> or harm, or with reckless disregard for the damaging or harmful consequences.</p>
We, our, us, CHU	<p>CHU Underwriting Agencies Pty Ltd, ABN 18 001 580 070, AFSL 243261, BECS authority no. 625788.</p> <p>Note: In some cases, QBE may take on management of a claim. We'll tell you if this is going to happen and, in this event, references to 'we', 'our' and 'us' mean QBE in the Claims administration, going to court, recovery action and legal liability claims section.</p>
Wear and tear	<p>Physical deterioration to property occurring over time due to use and/or exposure to its environment.</p>
White goods	<p>Large, unfixed, electrical domestic appliances such as fridges, freezers, washing machines or dishwashers and clothes dryers.</p>

Term	Definition
You, your, insured	<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">• in the case of a company - that company’s directors and owners; and• in the case of a company that is a trustee - that company’s directors and owners and that trust’s beneficiaries.

What do we mean by buildings and fixtures?

	✓ Covered	✗ Not covered
Buildings	<p><i>Your:</i></p> <ul style="list-style-type: none">• main building• outbuildings, including sheds and granny flats• <i>fixtures</i> (but not <i>strata fixtures</i> if you are a <i>strata lot owner</i>) <p>at the <i>property address</i>, used solely or principally for domestic and residential purposes which you own and lease to <i>tenants</i> or rent out to <i>paying guests</i></p>	<ul style="list-style-type: none">• buildings located outside Australia• caravans, trailers or their accessories• relocatable homes or mobile homes• shipping containers• houseboats• sheds (where there is no other residence at the <i>property address</i>)• a temporary building or structure• display homes• blocks of flats• strata title, company or community strata title units

	✓ Covered	✗ Not covered
Buildings (continued...)		<ul style="list-style-type: none"> • buildings that <i>you</i> use for business, trade or professional purposes • buildings in the course of construction • buildings in the course of being demolished or that are awaiting demolition • condemned buildings • buildings used for accommodation services, community or public housing including nursing homes, guest houses, hostels, boarding houses, sharing houses, refuge houses, shelters, mixed occupancy houses, three-quarter houses, sober living houses, transitional/recovery/rehabilitation houses, safe houses, halfway houses, hotels/motels, farm stays, commercially operated serviced apartments, resorts, dormitories or similar
Fixtures	<p>Items used for domestic purposes which are permanently attached or fixed to <i>your buildings</i> or <i>property address</i> such as:</p> <ul style="list-style-type: none"> • carpets, linoleum, floating floors and other fixed floor coverings • curtains and internal blinds 	<ul style="list-style-type: none"> • trees, shrubs, plants, hedges, lawns (real or artificial) • soil, earth, sand, gravel, bark, mulch or similar materials • paths or driveways made of earth or gravel • landscaping of any kind <p>Continued next page...</p>

	✓ Covered	✗ Not covered
Fixtures (continued...)	<ul style="list-style-type: none">• saunas, barbecues, clothes lines, room heaters, stoves, air conditioners, ceiling fans, lighting fixtures, hot water systems• kitchen cupboards, built-in furniture• meter boxes• exterior blinds and awnings• carports, pergolas, gazebos• paths, driveways, terraces• swimming pools or spas - inground or with fixed decking• tennis courts• gates and fences• retaining walls• garage doors• above and below ground utility services for which <i>you</i> are responsible• reticulation systems, wells and bores• television aerials, radio masts or aerials and fittings• solar panels and equipment (but not plastic solar heating systems for swimming pools or spas)• private jetties, including fixed floating jetties• fixed water tanks	<ul style="list-style-type: none">• swimming pool and spa covers and accessories• swimming pools and spas that are able to be moved• sea walls or pontoons• jetties used for business purposes• water• structures in the course of construction

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

Continued next page...

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

	✓ Covered	✗ Not covered
Contents (continued...)		<ul style="list-style-type: none"> • lawns, hedges, trees, shrubs, plants (real or artificial) • soil, earth, sand, gravel, bark, mulch or similar materials • water in tanks if there is a drinkable water supply available at the <i>property address</i> such as mains water • 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 buildings such as <i>building materials</i> awaiting installation • any electrical, electronic or mechanical item that: <ul style="list-style-type: none"> ◦ is broken, or ◦ is no longer functional, or ◦ has reached the end of its useful life, or ◦ cannot be used for its intended purpose and which would: <ul style="list-style-type: none"> ◦ have no intrinsic value and <i>you</i> would not receive more than scrap value were <i>you</i> to attempt to sell the item, and ◦ cost more to repair than its sale value once repaired immediately before the time of an incident.

Continued next page...

Definitions

	✓ Covered	✗ Not covered
Contents (continued...)		<div>For example, <i>you</i> have an old, broken lawn mower in the shed that can no longer be used. It'd cost \$300 to repair but once repaired it would only be worth \$50. Rainwater causes damage to the shed contents. <i>We</i> would not cover the lawn mower as it was obsolete, didn't work and needed to be replaced.</div>



Privacy, complaints and other important information

Privacy Notice

In this Privacy Notice, the use of 'we', 'our' or 'us' means QBE and CHU unless specified otherwise.

We are committed to the safe and careful use of *your* personal information in the manner required by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles and the terms of this policy.

Our Privacy Policies describe how we collect, disclose, store and use personal information as well as how to access it, correct it or make a complaint. When we say personal information we may also mean sensitive information such as health information, criminal history or professional memberships that's relevant to *us* issuing, administering or managing products or providing services and the terms on which we will do these things. We use personal information to issue, administer and manage products and provide services.

You can view QBE's Privacy Policy at **qbe.com.au/privacy** or obtain a copy at no charge by them by phoning QBE on **133 723** or requesting it from its authorised representatives or service providers. You can view CHU's Privacy Policy at **chu.com.au** or obtain a copy at no charge by CHU by contacting CHU's Privacy Officer on **1300 289 248** or by writing to:

Postal Address: PO Box 500, North Sydney NSW 2059

Email: governance@chu.com.au

We may share your information with other QBE Group companies, *our* authorised representatives and service providers, each of which may be based outside of Australia. 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.

By giving *us* personal information *you* consent to *us* collecting, disclosing, storing and using it in accordance with *our* Privacy Policies. If *you* give *us* someone else's personal information *you* confirm *you've* obtained their consent to do so.

It's up to *you* to decide whether to give *us your* personal information, but without it we might not be able to issue, administer or manage products or provide services.

Complaints

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

Step 1 – Talk to us

Your first step is to get in touch with the team looking after your policy or claim. You'll find their contact details on your policy documents, letters, or emails from us. Please provide our team with as much information as possible so they can try to fix the problem quickly and fairly.

For additional assistance in lodging a complaint, please refer to **chu.com.au/resource/complaints-and-disputes**

Step 2 – Internal Dispute Resolution

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 Internal Dispute Resolution and Customer Advocate Team. An Internal Dispute Resolution Specialist will review your complaint independently and provide you with our final decision.

You can also contact the Internal Dispute Resolution and Customer Advocate Team directly:

Phone: 1300 193 174
Email: complaints@chu.com.au
Post: PO Box 500, North Sydney NSW 2059 or
Level 33, 101 Miller Street,
North Sydney NSW 2060

Step 3 – Still not resolved?

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

Phone: 1800 931 678
Email: info@afca.org.au
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**

More information

You can find more information about how we deal with complaints on our website at **chu.com.au/resource/complaints-and-disputes/** or you can call us on **1300 193 174** to speak with us or request a copy of our complaints brochure at no cost.

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

You can view our Privacy Policy at **chu.com.au/resource/privacy-policy** or obtain a copy by contacting our Privacy Officer at **1300 289 248** or email them at **governance@chu.com.au**. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: GPO Box 5288, Sydney NSW 2001

Request for Information

You may request copies of information we have relied upon to arrive at our decision(s) in the complaint handling process. In some instances, we may not release the information as requested and you may request a review of our decision not to release such information. We will comply with Code requirements regarding providing information you request. You can request copies of information from us at the details below:

Contact CHU

Phone: 1300 464 820
Email: info@chu.com.au

General Insurance Code of Practice

CHU adheres to and QBE is a signatory to the General Insurance Code of Practice (Code) and both CHU and QBE are 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

insurancecouncil.com.au

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code. For more information about the Code Governance Committee please visit **insurancecode.org.au**

Misuse of our products and family violence

We do not condone the misuse of *our* products for the purpose of financial abuse or disadvantage, including through family and domestic violence. *We* are here to provide support to *our* customers who may be impacted. Further details about *our* Family and Domestic Violence Policy are available at

chu.com.au/resource/chu-family-and-domestic-violence-policy/. Further details about QBE's Family and Domestic Violence Customer Support Policy are available at **qbe.com/au**

Financial Claims Scheme

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

Phone: 1300 558 849

Online: www.apra.gov.au/financial-claims-scheme-general-insurers



Enquiries for customers who have purchased insurance through a broker, please contact your broker directly.

Enquiries for customers who have purchased insurance directly through CHU:

Email:

sales@chu.com.au

Make a claim online:

claims.chu.com.au

Phone:

1300 464 820 (9am-7pm AEST)

After Hours Emergency Hotline:

1800 022 444

Postal address:

PO BOX 500, North Sydney NSW 2059

www.chu.com.au

CHU Underwriting Agencies Pty Ltd ABN 18 001 580 070 (AFS Licence No: 243261) is an underwriting agency acting on behalf of the insurer: QBE Insurance (Australia) Limited ABN 78 003 191 035 (AFS Licence No: 239545).

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