




HOME BUILDING AND CONTENTS INSURANCE


Listed Events Base

Product Disclosure Statement (PDS) and Policy Wording



Thank you for choosing Hollard for Your insurance needs.

Please take the time to read this document carefully to ensure You understand what Your Policy covers, what Excesses apply and how to make a Claim. If You have any questions or need more information, please contact Your Steadfast Broker.



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INTRODUCTION

About this document

This document is a Product Disclosure Statement (“PDS”) and Policy wording which respectively contains:

1. Important Information which is to help You understand the insurance; and
2. The terms and conditions of the cover provided. It is up to You to choose the cover You need.

Other documents may comprise the PDS and We will tell You if this is the case in the relevant document.

You should carefully consider the information provided having regard to Your personal circumstances to decide if it is right for You.

Product Disclosure Statement

This PDS was prepared by Hollard on 1 September 2021.

Who is this product for?

This product is designed for clients who:

- own a home building that they live in (other than a strata property); and/or
- own the contents of the home that they live in (including a strata property or a home You live in as a tenant).

This product is one of three Hollard Personal Insurance Home Building and Contents Insurance products. Each product is different. The table below provides a broad overview. Cover is subject to the terms, limitations, exclusions and excesses set out in the PDS, so ensure You read the PDS and consult Your broker before You make any decisions. You can access Hollard’s Personal Insurance PDSs by visiting www.hollardinsurance.com.au.

Buildings and/or Contents cover		
Listed Events Base (this product)	Listed Events	Accidental Damage
Building and/or Contents cover for: <ul style="list-style-type: none">• the insured events listed in the PDS; and• the other benefits listed in the PDS.	Building and/or Contents cover for: The same events and benefits as Listed Events Base, plus: <ul style="list-style-type: none">• deliberate or intentional acts by others; and• additional benefits and some increased sub-limits (which means You may get more on some types of claims).	Building and/or Contents cover for: the same events and benefits as Listed Events, plus: <ul style="list-style-type: none">• accidental damage; and• additional benefits and some increased sub-limits (which means You may get more on some types of claims).
Legal liability		
Listed Events Base	Listed Events	Accidental Damage
Legal liability cover for up to \$20 million for liability for property loss or damage, death or injury suffered by others arising from: <ul style="list-style-type: none">• (with Building cover): ownership or occupation of Your insured address.• (with Contents cover): ownership of Your Contents or occupation of Your insured address.• (with Contents cover): any occurrence anywhere in the world, other than from ownership or occupation of the Building or insured address.	Legal liability cover for up to \$30 million for the same liabilities as Listed Events Base, plus: <ul style="list-style-type: none">• liability as a committee member of a sporting or social club or community organisation.	Legal liability cover for up to \$30 million for the same liabilities as Listed Events

This product is not suitable if the home is likely to be unoccupied for more than 100 days (90 days for the Listed Events Base and Listed Events products), is in a caravan park or holiday park, if You do not live in the home, if the home is not kept in good repair, if the home does not comply with local government and statutory requirements, or if it is under construction or major renovation. The home must be used primarily for residential purposes – the product does not provide cover for income-producing activities or assets (other than a home office).

Cover for loss or damage to Your building or contents is limited to the relevant sum insured. It is important that You accurately estimate the cost of replacing Your home and/or its contents, to make sure You have adequate insurance.

This information does not take Your personal circumstances into account. Even if You are in the target market and We offer the product to You, that does not mean that this product is appropriate for You in Your particular circumstances. No one knows Your situation better than You, so before You make any decisions about this product, You should read this PDS to decide if this product is right for You. You can view full details of Our Target Market Determination by visiting www.hollardinsurance.com.au.

About Us

This insurance is issued/insured by:

The Hollard Insurance Company Pty Ltd (“Hollard”, “We”, “Us” or “Our”) (ABN 78 090 584 473, AFSL No. 241436) trading as Hollard Personal Insurance of Level 12, 465 Victoria Avenue, Chatswood NSW 2067.

Hollard can be contacted on 1300 020 287.

Hollard issues/insures this product pursuant to an Australian Financial Services Licence (“AFSL”) granted to Us by the Australian Securities and Investments Commission (“ASIC”).

This PDS provides key information about Your cover, including its features, benefits and costs. It is designed to help You understand Your Policy and make an informed choice about whether this insurance meets Your needs before You buy it.

The Policy is Our legal contract with You and contains details covering the terms, conditions and any exclusions relating to the insurance cover to be provided by Us.

We suggest that You read the entire Policy to make Yourself aware of all the cover offered and to ensure the cover offered meets Your needs.

Capitalised terms in this document shall carry the same meaning provided to such terms in the definition section of Your Policy.

Updating this PDS

We may change the PDS at any time. Changes will apply to quotes and renewal notices issued after the date of the change. For the latest changes, visit www.hollardinsurance.com.au or call Your broker. You can also request a printed copy to be sent to You at no cost.

If the change is relatively minor and wouldn’t affect a decision to buy or renew the policy, we’ll set out the details at www.hollardinsurance.com.au. For other changes, we’ll issue a Supplementary PDS or a new PDS, and if the changes will apply to Your policy, we’ll let You and Your broker know about them before You purchase the product.

About Steadfast

Steadfast Group Limited (“Steadfast”) is a public company that operates a large network of insurance brokerages in Australia known as Steadfast Brokers. This Policy is available exclusively to You through a Steadfast Broker.

Steadfast does not issue, guarantee or underwrite this Policy.

ABOUT THIS POLICY

If We issue You a Policy, You will be given a Policy Schedule. The Policy Schedule sets out the covers You have chosen and should be read together with the Policy wording. You should check the Policy Schedule carefully to ensure it accurately states what You have insured.

The Policy wording and Policy Schedule form Your legal contract with Us, so please keep them in a safe place for future reference. If You require further assistance or information about this Policy, please contact Your Steadfast Broker.

Your duty to answer honestly

Before You enter into, vary or renew this insurance policy with Us You have a duty to answer honestly and take reasonable care not to make any misrepresentations. What that means is that You need to take reasonable care to provide honest, accurate and complete answers to any questions that We ask.

This includes checking the information We provide to You when You apply for, renew or vary this policy, and informing Us if anything has changed or is inaccurate or incomplete. If You do not correct the information, We will take it that You agree with the information and that Your answers are current, accurate and complete.

We rely on Your answers and information to decide whether We can insure You, on what terms and for what premium.

It is also important to understand that, in answering the questions, You are answering for Yourself and anyone else to whom the questions apply. If You are not sure about the answers or the accuracy or completeness of the information, You should take the time to find out before providing a response.

If You do not take reasonable care in answering Our questions or correcting the information, You may breach Your duty. If that happens, Your policy may be cancelled, or treated as if it never existed, and any claim may be denied or not paid in full.

If any question or information is not clear to You and You need help, You can contact Us on 1300 020 287.

You must disclose the following

You are asked at the time You take out this insurance to give Us full and correct details concerning any:

- insurance Policy or renewal of insurance Policy that has been declined, cancelled or refused, or where any excess was imposed;
- claim refused by an insurer in the last three years;
- claim made in the last three years; or
- criminal conviction or finding of guilt for an offence,

in relation to You and Your family because any of these may affect the premium and extent of insurance.

For example, We may be entitled to:

- charge You an additional premium;
- impose (back-dated) restrictions including declining Your insurance back to when this information should have been provided;
- decline to insure Your Buildings, Contents or Valuable Items; and
- refuse to pay a claim.

When renewing Your Policy with Us You must also advise Us of any changes to Your:

- claims;
- insurance; or
- criminal history.

We will notify You in writing of the effect a change may have on Your renewal.

Privacy Notice

In this section, “We”, “Our” and “Us” include Hollard and its related entities.

We collect, handle and disclose Your personal information (which may include sensitive information) in accordance with the Privacy Act 1988 (Cth) and Our privacy policy listed below. We collect personal information to provide, offer and administer Our various products and services, or otherwise as permitted by law. Such purposes include responding to Your enquiries, providing You with assistance You request of Us, maintaining and administering Our products and services, providing You with marketing information regarding other products and services (of ours or a third party); quality assurance and training purposes; performing administrative operations and any other purpose identified at the time of collecting Your information.

If You provide personal information to Us about another person, We rely on You to have made or make them aware that You will, or may, provide their information to Us and the types of third parties We may provide it to, the relevant purposes We and any of the third parties will use it for and how they can access it. If You have not done, or will not do, either of these things, You must tell Us before You provide their relevant personal information. When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your personal Information in this way.

We may collect Your personal information so that We, Our related entities or other third parties with whom We have a relationship can develop or offer You products and services which We believe may be of interest to You, but will not do so if You tell Us not to by contacting Us. Collection can take place by websites, email, telephone or in writing. Unless it is unreasonable or impracticable for Us to do so, We collect Your personal information directly from You. There may, however, be occasions where We collect Your personal information from someone else.

If You do not consent to Us collecting and using all or some of the personal information We request, We may not be able to provide You with Our products or services such as processing Your application for insurance, Your claim or any payment due to You. We may at times also disclose Your personal information to Our related companies or third parties who provide services on Our behalf; however, We will never sell, rent or trade Your personal information.

The persons We may disclose personal information include:

Our professional advisors, authorised representatives, distributors or referrers, mailing houses and marketing companies, insurance reference bureaus, reinsurers, credit providers, external IT service providers, other insurance intermediaries, providers and advisers. In the case of claims (or likely claims) it may be disclosed to persons involved in claim handling processes. Your personal information may also be disclosed to dispute resolution providers, government bodies, regulators, law enforcement agencies and any other parties where required by law.

We may disclose personal information to related companies or service providers located in countries other than Australia. These details are listed in Our privacy policy and can change from time to time.

You consent to the use and disclosure of Your personal information as set out in this section. Your consent applies whether You become or remain the insured unless You tell Us otherwise by contacting Us. You can read more about how We collect, use and disclose Your personal information in Our privacy policy which is available at www.hollardinsurance.com.au/Privacy-Policy or You can request a copy. If You wish to gain access to Your personal information (including correcting or updating it), make a complaint about a breach of Your privacy or You have any other query relating to privacy, please contact Us.

How to apply for this Policy

To apply for this Policy, please complete Our online application form with Your Steadfast Broker.

If We accept Your application, You will receive a Policy Schedule that sets out details of the cover You have chosen.

The cost of this Policy

The premium is the amount We charge You for this Policy. It includes the amount We have calculated for the risk as well as the taxes and government charges that are applicable. The premium will be shown in the Policy Schedule.

When calculating the premium, We take a number of factors into account. These factors and the degree to which they affect the premium will depend on the information You give Us, and the level and type of cover You choose. The main factors that impact Your premium include:

- the type of property being insured;
- where the property is located;
- the type of construction of the property; and
- Your previous insurance and claims history.

Some rating factors do not affect all components of the premium calculation.

Excess

The Excess is the amount You must contribute towards the cost of any claim You make.

If Your claim is payable, We will deduct the Excess from the amount of the claim We will pay to You, or You will need to pay the Excess to a supplier, repairer, or to Us.

The Excess payable by You is shown in Your Policy Schedule.

Refer to the 'Excesses that apply when You make a claim' section.

Goods and Services Tax (GST)

Unless expressly stated otherwise, all dollar amounts described and/or payable in respect to Your policy are inclusive of GST.

If You are (or required to be) registered for GST You must tell Us Your Australian Business Number and entitlement to an input tax credit which We will deduct from any claim payment(s) We make. Any fines or penalties arising from Your incorrect advice are payable by You.

This GST provision may have an impact on how You determine the amount of insurance You need. Please read it carefully. You can choose to seek professional advice if You have any queries about GST and/or Your insurance.

Keep Your receipts

You should keep receipts, invoices or other evidence of ownership and value of all property that You insure because if You make a claim You will be asked to prove ownership and value in order for Us to pay the claim.

How to make a claim

Please contact Your Steadfast Broker to assist You in making a claim.

In an emergency outside normal business hours You may ring Our emergency service on 1300 020 287 for assistance.

Further details of what You must do for Us to consider Your claim are provided in the 'General terms and conditions' section at the end of this booklet.

General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice, which is a self-regulatory code for use by all insurers. The Code aims to raise the standards of practice and service in the insurance industry. We are a signatory to the Code.

The Code Governance Committee (CGC) is the independent body that monitors and enforces compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

For more information about the CGC or to obtain a copy of the Code, please visit www.insurancecouncil.com.au or by phone 1800 931 678.

Extra Care Process

We recognise that Our customers may find themselves in difficult circumstances, particularly when a claim event occurs. We have developed an Extra Care Process to provide additional support to Our customers who may be experiencing vulnerability due to their circumstances, including personal circumstances that are not directly related to insurance. The Code provides the following examples that may contribute to someone needing extra care:

- age;
- disability;
- mental health conditions;
- physical health conditions;
- family violence;
- language barriers;
- literacy barriers;
- cultural background;
- Aboriginal or Torres Strait Islander status;
- remote location; or
- financial distress.

More information about the extra care We can offer and how We support customers is available on Our website.

Your cooling off rights

Once cover has commenced You have a 21 day cooling off period from the start of the period of cover. Provided You have not submitted a claim under Your Policy, or an event has not occurred that could give rise to a claim under Your Policy, You have the right to cancel Your Policy and receive a full premium refund less any non-refundable government charges, taxes and levies that We have paid. The cooling off period ceases as soon as You make a claim under Your Policy.

To exercise this right, You must notify Your Steadfast Broker electronically or in writing. Your Steadfast Broker may deduct certain amounts from any refund that may be due for administration costs.

Dispute resolution

How to make a complaint

If You have a complaint or dispute, We are committed to work with You to resolve it as quickly as possible. In the first instance, We suggest You contact Your Steadfast Broker if Your complaint relates to the service that You have received. If Your concern is not resolved to Your satisfaction, or if Your complaint concerns Our product, please follow these steps which are part of Our complaint resolution procedure:

Get in touch with Us on 1300 020 287 about Your concerns, and We will do Our best to resolve them straight away. If We are unable to or if You are still not satisfied, Our Customer Resolution Team will review Your complaint and provide You with a response. You will be provided with the contact details of the person looking after Your complaint and You will receive regular progress updates.

When You make a complaint, please provide Us with as much information as possible.

To make a complaint please contact Us on:

Post: The Hollard Insurance Company Pty Ltd, Locked Bag 2010, St Leonards NSW 1590
Email: resolution@hollard.com.au
Phone: 1300 368 979

If We cannot resolve Your complaint:

If You are not happy with Our decision, or We have taken more than 30 days to respond to You from the date You first made Your complaint, You may contact the Australian Financial Complaints Authority (AFCA) at:

Phone: 1800 931 678
Post: GPO Box 3 Melbourne VIC 3001
Website: afca.org.au
Email: info@afca.org.au

The AFCA service is provided to You free of charge. A decision by AFCA is binding on Us but is not binding on You. You have the right to seek further legal assistance.

Financial Claims Scheme

We are authorised under the Insurance Act 1973 (“Insurance Act”) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (“APRA”) and are subject to the prudential requirements of the Insurance Act. The Insurance Act contains prudential standards and practices designed to ensure that, under all reasonable circumstances, financial promises made by Us are met within a stable, efficient and competitive financial system.

The protection provided under the Federal Government’s Financial Claims Scheme (the Scheme) applies to the Policy. In the unlikely event that the Insurer is unable to meet its obligations under the Policy, persons entitled to make a claim under the insurance cover under the Policy may be entitled to payment under the Scheme (access to the Scheme is subject to eligibility criteria). Information about the Scheme can be obtained from <https://www.fcs.gov.au>.

SIGNIFICANT FEATURES, RISKS AND BENEFITS

Section 1 – Damage to Your Buildings and Contents caused by the Listed Events specified in the Policy wording. You can either select to be covered for Building or Contents only or for both Building and Contents.

Section 2 – Liability cover. If You have insured Your Buildings or Contents under this Policy, We will cover You against any claim for compensation or expenses which You become legally liable to pay for the death of, or personal injury to, any person; or damage to third party property.

Section 3 – Optional covers for an additional premium. This covers items specified as a Valuable Item or Pairs and Sets on Your Policy Schedule.

With each cover option, a range of additional benefits are included. Some of these require an additional payment by You.

Exclusions

Under some circumstances, the Policy will not provide any insurance cover to You.

It is important that You are aware of these exclusions and so You should read them. These exclusions are shown in the Policy wording.

In addition, there are things that You must do in order for You to be covered. There are also some conditions that must be present before We will meet any claim. These are all shown in the Policy wording below.

You still need to read the Policy wording, supplementary PDSs or any endorsements applicable to Your Policy and the Policy Schedule for a full description of the benefits, features, exclusions and conditions of the Policy.

Sanctions

Our Policy wording also contains sanctions exclusion. Please review it carefully.

Claims Payment Examples

The following claims payment examples are designed to illustrate how a claim payment might typically be calculated. These examples do not cover all scenarios or all benefits and do not form part of the Policy terms and conditions. They are a guide only. The amount payable under the Policy will depend on the facts applicable to the claim as well as the coverage, exclusions and Excesses set out in the Policy and the Policy Schedule.

Section 1 Buildings and Contents

The sum insured on Your Buildings is \$500,000 and Your Contents sum insured is \$40,000. These sums insured are adequate in the event of a total loss of Buildings and Contents. There is an Excess of \$500 applicable to any claim. Your Building and Contents are damaged by a fire, resulting in a Building repair cost of \$50,000 and damage to Contents amounting to \$25,000. You are unable to occupy the Building due to the damage for four weeks until the damage is repaired and Your alternative accommodation costs are \$8,000. You are not registered for GST.

Claim amount	Explanation
\$50,000	We will pay \$50,000 being the cost to repair the Building inclusive of GST.
\$24,500	We will pay \$24,500 comprising the replacement cost of Your Contents less the policy Excess of \$500.
\$8,000	We will pay up to 10% of Your sum insured on Buildings (being \$50,000) and so the actual cost incurred for suitable alternative accommodation of \$8,000 is payable.
Total claim payment	Explanation
\$82,500	This is the net amount payable for damage to Buildings, Contents and the cost of suitable alternative accommodation.

Section 2 Liability

You have insured Your Building under this Policy and a roof tile falls from Your Building and injures a passer-by. You were aware of the condition of the roof and would be found liable for Personal Injury to the passer-by. The legal representatives of the injured person make a claim against You. We assess the quantum of the claim and negotiate a settlement with the legal representatives of \$15,000 inclusive of legal costs.

Claim amount	Explanation
\$15,000	We will pay \$15,000 because this is Your liability as a result of the ownership of the property. The Policy limit of \$20,000,000 for any one occurrence is not exceeded by the settlement.

Section 3 Optional Cover

You have a diamond ring with a replacement value of \$25,000. You note the Contents cover has a limit of \$1,000 per item. Hence, You decide to take out optional cover for Valuable Items by specifying the diamond ring. The ring is shown in Your Policy Schedule as being insured for \$25,000. Whilst in Australia You accidentally fall over and destroy the diamond necessitating the re-setting of the ring with a new stone at a cost of \$20,000.

Claim amount	Explanation
\$20,000	We will pay the cost of repairing the ring comprising the re-setting of the ring with a diamond of the same size and quality as that damaged.

POLICY WORDING

Our agreement with You

This Policy is a legal contract between You and Us. If We accept Your application for insurance We will provide You with the cover You have chosen as set out in this Policy and Your Policy Schedule for the Period of Insurance shown in Your Policy Schedule or any renewal of that period. In return You must pay Us the premium.

The limits applying to the cover selected by You, and the amount of any Excess that applies to Your Policy, are shown in Your Policy Schedule.

Paying Your premium

There are two ways You can pay Your premium:

- in one annual payment to Your Steadfast Broker according to their business practices; or
- if provided, in 12 monthly instalments by direct debit from Your credit card or from Your bank account which can be arranged by Your Steadfast Broker.

You must pay Your premium in the manner set out on Your Policy Schedule.

Paying Your annual premium

You must pay Your annual premium to Your Steadfast Broker.

We will cancel Your Policy if You don't pay Your premium or if Your payment is dishonoured.

If You make a claim before You have paid Your premium You must pay that premium to Us in full before We will settle Your claim.

Paying Your instalment premium

If We have provided this option to You and if You are paying Your premium for the first time by instalments, We will deduct instalments each month on the day of the month that You nominate and which is shown on Your Policy Schedule as Your payment date.

What happens if You don't pay an instalment

If Your first instalment is unpaid by the due date or if Your payment is dishonoured and that instalment has remained unpaid for one month or more then We may cancel Your Policy. If You make a claim then You must pay that premium to Us in full before We will settle Your claim. We will send You a notice giving You details of the action We intend to take and when any cancellation will become effective.

We will not pay a claim under this Policy if, at the time the claim occurred, any instalment of premium has remained unpaid for 14 days or more.

We are entitled to deduct from any amount We pay You under a claim any unpaid premium or instalment of premium.

If You renew Your policy

If You are renewing Your Policy and You paid Your previous premiums by instalments, We will continue to deduct instalments for Your renewed Policy on the day of the month You previously nominated as Your payment date, unless You tell Us otherwise. We may also refuse to renew Your policy.

Further details of Your instalments are shown on Your Policy Schedule.

If Your payment details change

If You are paying Your premium in instalments by direct debit from Your credit card or financial institution account, You must tell Us if those details change. You must do this no later than 7 days before Your next instalment is due.

Preventing Our right of recovery

If You have agreed not to seek compensation from another person who is liable to compensate You for any destruction, loss, damage or liability which is covered by this Policy, We will not cover You under this Policy for that destruction, loss, damage or liability.

Other party's interests

You must tell Us of the interest of all parties (e.g. financiers, lessors or owners) who will be covered by this insurance. We will protect their interests only if You have told Us about them and We have noted them on Your Policy Schedule.

Providing proof

So that Your claim can be assessed quickly You should keep the following:

- receipts or other confirmation of purchase and ownership;
- valuations; and
- photographs of items in the home.

We may ask You for these if You make a claim. You must be able to prove to Us that You have suffered a loss that is covered by this Policy before We will pay Your claim for it.

Your claim may be refused

We may refuse to pay or reduce the amount We pay for Your claim if You do not comply with the Policy conditions, if You do not comply with Your duty to answer honestly, or if You make a fraudulent claim.

Changing Your Policy

If You want to make a change to this Policy, the change becomes effective when:

- We agree to it; and
- We give You a new Policy Schedule detailing the change.

Cancelling Your Policy

How You may cancel this Policy

You may cancel this Policy by telling Us in writing that You want to cancel it.

Where 'You' involves more than one person, We will only cancel the Policy when a written agreement to cancel the Policy is received from all persons named as the insured.

How We may cancel Your Policy

We may cancel this Policy in any of the circumstances permitted by law or under this contract (including if You haven't paid Your premium) by informing You in writing.

We will give You notice in person or send it to Your address (including an electronic address) last known to Us.

Where You have paid Your premium in advance of the date of cancellation, We will refund to You the proportion of the premium for the remaining period of insurance (less any fees or expenses that may be charged by Us for administration costs and any non-refundable government charges, taxes and levies that We have paid). Unless directed otherwise by all insureds, the refund will be made payable to the first named insured on Your Policy Schedule.

Notices

Any notice We give You will be in writing, and it will be effective:

- if it is delivered to You personally; or
- it is delivered to You at Your address (including an electronic address) which is last known to Us. It is important for You to tell Us of any change of address as soon as possible.

If We send You an email, it is deemed to be received by You 24 hours after it is sent.

You authorise Us to send notices to, and accept notices and instructions from Your broker as Your agent on Your behalf.

Words with special meanings

In the Policy there are words that have a special meaning. These words are listed below:

Words	Meanings
Buildings	The residential buildings and domestic improvements at the Situation that are included under 'What are Your Buildings', other than those described under 'What are not Your Buildings'.
Claim	A separate identifiable event for which the Policy provides cover. Where multiple events are submitted at the same time or on the same Claim form, they will be treated as separate Claims for the application of any Excess or limitation.
Common Property	Land or areas: <ul style="list-style-type: none"> • that are owned by the body corporate (or otherwise in common with other property owners) in a multi-dwelling development of which the Situation forms part; or • at the Situation that both You and other people are entitled to use (e.g. shared driveways in a multi-dwelling development).
Contents	The items described under 'What are Your Contents' that are normally kept at the Situation, other than those described under 'What are not Your Contents'.
Controlled Drug	Any drug or therapeutic agent commonly understood to include narcotics, with a potential for abuse or addiction, including any precursor materials used in the production of any Controlled Drug.
Excess	The amount which You pay (or by which We will reduce the amount We pay You) for Your claim. There are different Excesses which apply to claims made under this Policy. Please refer to Your Policy Schedule and this Policy wording (including the section, 'Excesses that apply when You make a claim').
Flood	The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following: <ol style="list-style-type: none"> a. a lake (whether or not it has been altered or modified); b. a river (whether or not it has been altered or modified); c. a creek (whether or not it has been altered or modified); d. another natural watercourse (whether or not it has been altered or modified); e. a reservoir; f. a canal; or g. a dam.
Listed Events	The events listed under 'What is covered – The Listed Events' in Section 1 of this Policy.
Malicious Damage	A wrongful act by a person with the intention of damaging property. "Maliciously Damaged" has a corresponding meaning.
Occupied	Your Building is occupied if it is furnished so that it is comfortably habitable and You or someone with Your consent has resided in the Building overnight.
Policy	Means the Policy wording, the Policy Schedule and any other change to the policy terms that is confirmed by Us in writing (such as an endorsement).
Policy Schedule	The document We give You which sets out the details of Your insurance cover. You receive a Policy Schedule when You first take out Your insurance and again when the Policy is renewed or changed. Your Policy Schedule may be called a Policy Schedule, a Renewal Schedule or an Endorsement Schedule.
Situation	The address shown in Your current Policy Schedule, where the Building and/or Contents are located.

Valuable Items	The items described under 'What are Valuable Items', other than those described under 'What are not Valuable Items'.
We, Us, Our (the insurer)	The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436)
You, Your (the insured)	<p>The person(s) named on the Policy Schedule as the insured. The following people are also insured, as long as they normally live with the person named on the Policy Schedule:</p> <ul style="list-style-type: none">• the named insured's partner;• children of the named insured;• children of the named insured's partner;• the named insured's parents; and• the named insured's partner's parents. <p>In this Policy all of these people are called 'You' or 'Your'.</p>



SECTION 1 – YOUR BUILDINGS AND CONTENTS

What is covered

The Listed Events

Your Buildings and/or Your Contents as set out on Your Policy Schedule are covered if they are destroyed, lost or damaged as a result of a Listed Event. They are covered only if You own them, or are liable for their destruction, loss or damage.

If You select cover only for Your Buildings, the cover provided under this Policy for destruction, loss or damage does not apply to Your Contents.

If You select cover only for Your Contents, the cover provided under this Policy for destruction, loss or damage does not apply to Your Buildings.

Your Buildings and Your Contents are covered while at the Situation. Cover for Your Contents while away from the Situation is provided subject to the conditions and limitations set out under 'Cover for Your Contents away from the Situation'.

Unless expressly stated otherwise, cover only applies while You are living at the Situation.

We will cover Your Buildings and/or Your Contents as set out on Your Policy Schedule for destruction, loss or damage caused by the events occurring during the period of insurance, listed below:

- Fire (including bushfire) or explosion.
- Smoke. However We will not cover destruction, loss or damage that occurs gradually and/or out of repeated exposure to smoke or fire.
- Lightning or thunderbolt. However We do not cover destruction, loss or damage caused by surges or power failures by Your power providers.
- Earthquake or tsunami. We will only cover destruction, loss or damage as a result of an earthquake if the destruction, loss or damage occurs within 168 hours of the earthquake. This does not prevent a claim being made for destruction, loss or damage as a result of earthquake sustained after the first 168 hours, if the Policy covers that as a separate Listed Event.
- Burglary or housebreaking or an attempt at either. However, We will not cover burglary or housebreaking by someone who entered Your Building with Your consent.
- Theft. However We will only cover theft of money or negotiable instruments when force is used by someone to enter Your Buildings. We will not cover Your Buildings or Contents for destruction, loss or damage as a result of:
 - theft by any person who has entered Your Building with Your consent unless there is evidence that Your Building has been entered forcibly and violently; or
 - theft by Your tenant.
- Vandalism or Malicious Damage. However We will not cover destruction, loss or damage as a result of vandalism or Malicious Damage by a tenant of Your Building.
- Liquid that escapes from:
 - a fixed pipe or something attached to a pipe, fixed gutter, fixed tank or a drain;
 - a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes; a refrigerator, freezer, washing machine or dishwasher;
 - an aquarium;
 - a waterbed, swimming pool, spa, fixed heating or cooling system, water main, fire hydrant or water supply pipe.

We will also cover the cost of finding where the liquid escaped from if there is resultant damage, including the cost of repairing any damage that occurs while looking for the cause. We will not however cover the cost of repairing the defective item that caused the escape of liquid or liquid escaped from.

We do not cover loss caused by a gradual process of bursting, leaking, splashing, dripping or overflowing over a period of time when You could have reasonably been expected to be aware of this condition.

- An electric motor burning out, provided it is no more than 7 years old. Where it is reasonably practicable, We will repair or reinstate the burned out electric motor. If this is not reasonably practicable, We will replace the burned out electric motor. Should You request a cash settlement We will pay You what it would have cost Us to settle the claim. We will not cover the motor if it is more than 7 years old.
- Accidental breakage. This cover applies when the item is fractured or chipped, subject to the conditions below.
 - If You have insured Your Buildings under this Policy – items covered for accidental breakage are any fixed glass in Your Buildings, including glass houses and any window tinting or shatter proofing material attached to the glass. We also cover fixed shower bases, basins, sinks, spas, baths, toilets, chandeliers and pendant lights.
 - If You have insured Your Contents under this Policy – items covered for accidental breakage are any mirrors, glassware, crystal, crockery, china or any glass in furniture. However, We will not cover glass that is part of a television, or a computer screen, or a computer monitor. Mirrors, glassware, crystal, crockery, china or any glass in furniture are not covered while they are being used, cleaned or carried by hand.
 - If You have insured Your Contents under this Policy and You are living in a rented property – items covered for accidental breakage are fixed shower bases, basins, sinks, spas, baths and toilets. However, this cover only applies if Your rental agreement makes You responsible for these items.
- Riots, civil commotions, industrial or political disturbances.
- Impact by an aircraft, spacecraft or satellite, or anything dropped from them.
- Impact by a falling tree or part of a tree. We will also pay the cost of removing and disposing of the fallen tree or parts of it and treatment of the stump to prevent regrowth. We will not however cover destruction, loss or damage caused when You cut down or remove branches from a tree or You have someone do it for You. We do not cover the cost of removing or lopping fallen trees or branches that have not damaged the Building.
- Impact by a falling television, radio antenna, mast, dish or power pole.
- Impact by any animal or bird that is not kept at Your Situation. We will also cover destruction, loss or damage caused by an animal (except insects, vermin or rodents) which becomes accidentally trapped inside Your home or unit and which does not belong to You or anyone living at the Situation. However, We will not cover destruction, loss or damage caused by any animal, bird, insect, vermin or rodent eating, chewing, clawing, pecking, nesting or soiling at Your Situation, whether in a single incident or over a period of time.
- Impact by vehicles or trailers or watercraft or any object falling from them.
- Storm, Flood, rainwater, hail, or wind.

If You have insured Your Buildings under this Policy, We will also cover destruction, loss or damage to gates, fences or walls that are entirely or partly at the Situation caused by storm, Flood, rainwater, hail or wind.

We will not however cover destruction, loss or damage caused by storm, storm surge, Flood, rainwater, hail or wind where:

- water enters Your Buildings because of a structural defect, faulty design or faulty workmanship when Your Buildings were constructed. However, We will pay for any resultant damage; or
- water enters Your Buildings through an opening made for any building, renovation or repair work.

We do not cover the cost of removing mud or debris out of tanks, swimming pools or spas as a result of Flood, rainwater, hail or wind events.

- Landslide or subsidence.

If You have insured Your Buildings under this Policy, We will also cover destruction, loss or damage to gates, fences or retaining walls that are entirely or partly at the Situation.

However, the cover for landslide or subsidence only applies if the destruction, loss or damage occurs within 168 hours of, and as a direct result of, one of the following:

- storm, Flood, tsunami, rainwater, hail, snow or wind;
- earthquake or tsunami;
- explosion; or
- liquid escaping from a fixed pipe or something attached to a pipe, fixed gutter, fixed tank apparatus or a drain.

This does not prevent a claim being made for destruction, loss or damage caused by landslide or subsidence sustained after the first 168 hours, if the Policy covers that as a separate Listed Event.

- Power surge to domestic appliances or domestic equipment directly caused by an identifiable and verifiable source outside Your Building including:
 - a lightning strike;
 - an object contacting power lines; or
 - the resumption of power following a blackout caused by a storm, storm surge or unexpected interference with a power company transformer by an animal.

However, We will not cover domestic appliances or domestic equipment more than 10 years from the date of purchase when new or any power surges caused at the Situation.

In addition, see also 'General terms and conditions' on pages 33-35.

Additional things We will pay for when You have insured Your Buildings

If You have insured Your Buildings under this Policy, the following will be paid in addition to the Buildings sum insured listed on Your Policy Schedule. We will only pay these costs when they relate to destruction, loss or damage to Your Buildings from a Listed Event under 'What is covered' and covered by this Policy:

- If You are unable to live in Your Building after the destruction, loss or damage has occurred, We will pay for Your reasonable alternative accommodation expenses for the period during which You are unable to live in Your Building.

The most We will pay under this additional cover is 10% of Your Building's sum insured, as listed on Your Policy Schedule. We will stop paying You as of the date on which You no longer need to rent another property or are able to live in Your Buildings.

- We will pay the reasonable costs to locate the source of liquid escaping or overflowing at the Situation and to repair and restore the damage to Your Buildings caused by Our exploratory work if the escape of liquid first happens during the period of insurance. We will not however cover the cost of repairing the defective item that caused the escape of liquid or that liquid escaped from.

The most We will pay under this additional cover is \$1,250.

- We will pay Your legal costs to discharge Your mortgage if Your claim is for a total loss.
- We will pay the reasonable costs of demolishing, removing and disposing of any Building debris when destruction, loss or damage occurs.
- We will pay the reasonable costs of architects, surveyors and engineers and also pay any legal fees that arise in respect of the reinstatement of Your Buildings after the destruction, loss or damage occurs.
- If a key to an external door lock of Your Building, or a key to an external window lock of Your Building, is stolen, or You have reason to believe that the key has been duplicated, We will pay the reasonable and necessary costs of replacing the external lock, key or cylinder with a similar item.

The most We will pay under this additional cover is \$1,250.

- If any trees, plants, shrubs or lawns are damaged by a Listed Event covered by this Policy other than storm, storm surge or Flood, We will pay to replace those trees, plants, shrubs or lawns.

The most We will pay for any one tree, plant or shrub is \$1,000 and the maximum amount We will pay under this additional cover is \$5,000 in any one period of insurance.

In addition, see also 'General terms and conditions' on pages 33-35.

Additional things We will pay for when You have insured Your Contents

If You have insured Your Contents under the Policy, the following will be paid in addition to the Contents sum insured as listed on Your Policy Schedule. We will pay these costs when they relate to destruction, loss or damage to Your Contents from a Listed Event under 'What is covered' and covered by the Policy:

- If Your freezer or refrigerator breaks down, We will pay for the loss of any frozen or refrigerated food or medicine. We also pay for loss of any frozen or refrigerated food caused by accidental damage to the freezer or refrigerator or by the failure of the electricity supply, or by contamination of any refrigerant or oil used in the refrigerator or freezer.

- We will pay the reasonable costs of alternative accommodation and additional living expenses.

We will only pay for these costs for the period for which You are unable to live at Your Situation after the destruction, loss or damage has occurred. We will not pay for these costs if We pay You for rent following damage to Your Buildings under the Policy.

We will stop paying You from the date on which You no longer need to pay for alternative accommodation.

The most We will pay under this additional cover is the lesser of \$10,000 or 20% of Your Contents sum insured as listed on Your Policy Schedule.

- If You are unable to live at Your Situation after destruction, loss or damage has occurred, We will pay the reasonable costs to remove and store Your Contents for up to 12 months from the date of the destruction, loss or damage while Your Situation is being repaired and the building is insured. We will however only pay for the storage of Your Contents during the time that You are unable to live at Your Situation.
- We will cover Your Contents for destruction, loss or damage while they are being transported by a vehicle to Your new situation, or to a commercial storage facility within Australia where the destruction, loss or damage is caused by theft or attempted theft following violent or forcible entry, or as a result of fire, Flood, collision or overturning of the vehicle that is transporting Your Contents.

We will not cover destruction, loss or damage:

- a. to glassware, crystal, crockery mirrors or china; or
- b. caused by denting, scratching, chipping or bruising.

The most We will pay under this additional cover is the Contents sum insured as listed on Your Policy Schedule for any one period of insurance.

- If a key to an external door lock of Your Buildings, or a key to an external window lock of Your Buildings is stolen, or You have reason to believe that they have been duplicated, We will pay the reasonable and necessary costs of replacing the external lock, key or cylinder with a similar item.

The most We will pay under this additional cover is \$1,250.

- If You have insured Your Contents under this Policy, We will pay the storage charges necessarily and reasonably incurred to protect them from further loss or damage following loss or damage caused by storm, Flood, rainwater, hail or wind.
- We will pay the reasonable costs of removing any Contents debris when destruction, loss or damage occurs.
- We will pay the reasonable costs You have to pay a security firm to attend Your Situation in response to Your monitored burglar alarm system. We will only pay these costs when there is a burglary or attempted burglary. We will not however pay these costs when there is a false alarm or when there is no evidence of attempted burglary.

The most We will pay under this additional cover is \$1,250.

In addition, see also 'General terms and conditions' on pages 33-35.

Additional things We will pay for when You have insured Your Buildings and/or Contents

If You have insured Your Buildings and/or Contents under this Policy, and/or both, the following will be paid in addition to the corresponding sum insured. If You have insured Your Buildings and Your Contents under this Policy, We will only pay once under these additional covers for any one period of insurance.

- If You cannot live at the Situation because a government authority denies You access, We will pay any increase in Your living expenses that is necessary and reasonable to maintain Your normal standard of living for up to 60 days. The denial must be as a direct result of destruction, loss or damage to neighbouring premises that would be covered under this Policy if it had occurred at Your Situation. We will not cover loss due to cancellation of a lease or agreement.
- We will pay reasonable and necessary expenses to protect Your Buildings or Contents from further loss or damage following loss or damage from a Listed Event under 'What is covered' and covered by this Policy.

In addition, see also 'General terms and conditions' on pages 33-35.

Reinstatement and automatic increase to Your sum insured

We will increase Your sum insured for Your Buildings and Contents by half of 1% of the corresponding sum insured shown on Your current Policy Schedule per month since You took out Your Policy or last renewed it until the next renewal date.

You are fully insured again for Your Buildings and Contents for the corresponding sum insured shown in Your Policy Schedule following a claim unless Your claim is for a total loss.

If Your claim is for a total loss of Your Contents and We pay You the sum insured, then the cover for Your Contents will end.

If Your claim is for a total loss of Your Buildings and We pay You the sum insured, then the cover for Your Buildings will end, but liability cover will remain in force until the expiry date of the Policy. However, liability cover in relation to Your Buildings formerly Occupied by You will continue until the earliest of the expiry of Your Policy and:

- any construction commencing at the Situation;
- the sale of the Situation or any part of it;
- another Policy that includes liability cover being taken out in relation to the Situation;
- the commencement of construction of a building to replace the insured Building at another site; or
- 6 months from the date of the damage that caused the total loss.

What are Your Buildings

Private residential buildings at Your Situation that have a current domestic certificate of occupancy that You live in, and any of the following private residential or domestic improvements at the Situation that You use in conjunction with those buildings:

- Domestic outbuildings.
- Fixed coverings to walls, floors and ceilings. These do not include fixed carpets, curtains or internal blinds unless You are the contracting seller or purchaser, in which case these items will be deemed Buildings until settlement.
- Infrastructure for services, including infrastructure for the supply of electricity, gas, water, the internet and telephone.
- Items built in, or fixed to, or on, the Buildings.
- Blinds or awnings on the outside of the Buildings.
- Landscaping, paved terraces, paved pathways and paved driveways (excluding gravel driveways), retaining walls, fences and gates entirely or partly on the site.
- Private jetties, wharfs, pontoons and moorings used for domestic purposes only, provided that You do not permit, and take reasonable steps to prevent, public use and access.
- Anything permanently built, permanently constructed or permanently installed at the Situation for domestic purposes, including in ground swimming pools and fixed solar photovoltaic or hot water systems.

What are not Your Buildings

- Plants, shrubs, trees or grass except as provided for under 'Additional things We will pay for when You have insured Your Buildings'.
- Shipping containers located away from the Situation.
- Common Property.
- Buildings located in a caravan park or holiday park.

What are Your Contents

The following items that are normally kept at the Situation:

- Household goods that are not used for earning income.
- Goods that You use for earning Your income while they are at Your Situation. You would normally receive a taxation deduction for these. We will pay up to \$5,000 in total for these items for any one period of insurance. This does not include office equipment.
- Office equipment that You use for earning Your income while it is at Your Situation. You would normally receive a taxation deduction for these.
- Carpets, curtains and internal blinds.
- Furniture and furnishings that are not built in.
- Portable domestic appliances that are not built in.
- Swimming pools, saunas and spas that are not permanently installed.
- Accessories for any swimming pools, saunas or spas.
- Clothing and personal effects. However, in relation to the following three items:
 - i. jewellery and watches;
 - ii. items that contain gold or silver (this does not include items thinly covered with gold or silver); and
 - iii. collections of stamps, money or medals, then:
 - the most We will pay for any one item, pair, set or collection of item (i) or (ii) above is \$1,000;
 - the most We will pay for a collection of stamps, money or medals (iii) above is \$5,000;
 - the most We will pay in total for all of items (i), (ii) and (iii) combined is \$5,000.

You can increase the amount that We will pay for any of these three items whilst they are at the Situation by choosing additional cover for Valuable Items under Section 3 and insuring them as specified valuables.

- Items thinly covered with gold or silver that are not jewellery or watches.
- Paintings and prints, tapestries, Persian or similar rugs, antiques and any other works of art.
- Projectors and screens.
- Equipment for developing and enlarging photographs.
- Processed film, slides and prints. We will only pay the value of these items as unprocessed material, and the cost of 22 processing them. However, if they were processed when You purchased them, We will pay the cost of replacement. We will not pay the costs of recreating any event.
- Tapes, cassettes, cartridges and discs, including computer software. We will only pay the value of these items when blank unless they were pre-recorded when You purchased them.
- Data stored on any computer, computer disk or computer tape (including the cost of restoring the data). We will pay up to \$1,000 in total.
- Money, bullion and negotiable instruments. We will pay up to \$1,200 in total.
- Accessories and spare parts for the following: motor vehicles, motorcycles, caravans, trailers, watercraft, golf buggies, ride-on mowers, mobility scooters, wheelchairs, surfboards, sailboards, surf skis, kayaks and canoes. We will not pay if the accessories and spare parts are in, or on, motor vehicles, motorcycles, caravans, trailers, watercraft, golf buggies, ride-on mowers, wheelchairs, surfboards, sailboards, surf skis, kayaks and canoes. We will pay up to \$1,500 per item and \$2,500 in total.
- Provided You have complied with all of the terms to which their use is subject, We will reimburse the financial institution which issued You any credit, debit or stored value cards, if those cards are stolen and misused, or used fraudulently, to effect online transactions. We will pay up to \$5,000 in total.
- Landlords' fixtures and fittings that You are liable for under the terms of a rental agreement. We will not cover these fixtures and fittings if the body corporate has insured them.
- Fixtures and fittings that You have installed for Your own use if You are a tenant, or Your fixtures and fittings if You are the owner of a strata title unit. We will not cover these fixtures and fittings if the body corporate has insured them.
- Watercraft no more than 4 metres long and which do not require registration under state or territory legislation.
- Motorised golf buggies, ride-on mowers, mobility scooters, wheelchairs and motorcycles up to 125cc capacity and which do not require registration.
- Remote controlled model or toy motor vehicles.
- Surfboards, sailboards, surf skis, kayaks, canoes and kite surfing equipment.
- Drones up to 2.5kg (gross weight).
- Remote controlled model or toy aircraft with a wingspan up to 1.5 metres.

What are not Your Contents

- Unset precious and semi-precious stones.
- Plants and trees growing outdoors. This does not include plants and trees growing in pots or tubs.
- Animals, including birds and fish.
- Pedal cycles while they are in use for competitive racing or pace-making.
- Equipment for taking photographs, including accessories and unprocessed film while they are being used to earn an income.
- Sporting equipment while it is being used, however, this does not include pedal cycles.
- Motorcycles requiring registration.
- Motor vehicles, motorcycles exceeding 125cc capacity, motorised go-karts, quadbikes, all-terrain vehicles, multi-utility vehicles, caravans, trailers or aircraft other than model or toy aircraft.
- Motorcycles while they are used for competitive racing or pace-making.
- Watercraft more than four metres long, however, this does not include surfboards, sailboards, surf skis, kayaks and canoes, kite surfing equipment.
- Watercraft less than four metres long that require registration under state or territory legislation.
- Personal watercraft (for example, jet skis).
- The key for any motor vehicle or motorcycle.

Cover for Your Contents in the open air at the Situation

We will cover Your Contents while they are in the open air at Your Situation. Your Contents are in the open air when they are not in a building that is fully enclosed.

However, if Your Contents are damaged by storm, storm surge, rainwater, wind, hail or are stolen, We will only pay up to \$5,000 or 8% of Your Contents sum insured, whichever is greater, in total.

This cover does not apply to any swimming pools, saunas or spas.

In addition, see also 'General terms and conditions' on pages 33-35.

Cover for Your Contents away from the Situation

Your Contents are covered while they are away from the Situation, for up to 90 consecutive days, anywhere in Australia.

This excludes:

- Accessories and spare parts for: motor vehicles, motorcycles, mini-bikes, caravans, trailers, watercraft, golf buggies, mobility scooters, ride-on mowers, surfboards, sail boards, surf skis, kayaks or canoes if they are in a tent, vehicle, watercraft, aircraft or in the open air (which includes non-lockable structures and non-lockable parts of structures not at the Situation).
- Goods that You use for earning Your income.
- Office equipment that You use for earning Your income.

Your Contents are not covered if they:

- Are on the way to, or from, or in commercial storage, except as provided under 'Additional things We will pay for when You have insured Your Contents'.
- Are in the process of permanent removal:
 - i. in transit; or
 - ii. still at Your old location and are awaiting transit, unless they are covered under 'Additional things We will pay for when You have insured Your Contents'.
- Have been permanently removed from Your Situation other than:
 - a. sporting equipment that is stored within a club room;
 - b. Contents stored in a bank safe deposit box; or
 - c. student's personal belongings including sporting equipment whilst You are away from home attending school, college or university.

We will only cover Your Contents (other than the items excluded above) for destruction, loss or damage as a result of storm, storm surge, Flood, rainwater, wind or impact by a vehicle if they are:

- in a residential building, boarding house, motel, hotel, club, nursing home or hospital where You are staying; or
- sporting equipment stored within a club room.

We will not cover Your Contents for destruction, loss or damage as a result of storm, storm surge, Flood, rainwater, wind or impact by a vehicle if they are in a tent, vehicle, caravan, trailer, aircraft or watercraft.

Under this section, We will pay up to 25% of the Contents sum insured shown on Your Policy Schedule in total per Listed Event, subject to the limits set out here and under 'What are Your Contents'.

In addition, see also 'General terms and conditions' on pages 33-35.

Cover for Your Contents away from the Situation – Theft

We will pay for aggravated theft of Your wallet, handbag or other personal items if You are robbed of these items anywhere in Australia by force or violence or threatened violence and this event has been reported to the police.

The most We will pay for cash or negotiable instruments is \$300 per theft and subject to a maximum of \$1,000 for any one period of insurance.

We will not otherwise cover Your Contents for theft while they are away from Your Situation, unless:

- they are in a residential building, boarding house, motel, hotel, club, nursing home or hospital where You are staying; or
- the Contents are sporting equipment stored within a club room.

In addition, see also 'General terms and conditions' on pages 33-35.

Moving Your Contents to a new Situation

If You are moving permanently to a new Situation within Australia, We will cover Your Contents at the Situation shown on Your Policy Schedule and at Your new Situation. The most We will pay in total per Listed Event is the sum insured for Your Contents shown on Your Policy Schedule. We will only cover Your Contents at Your new Situation for 45 days. This cover will commence from when You first start to move Your Contents to Your new Situation. Contact Us within 45 days from the day You first start to move if You wish to have Your Policy varied to cover Your Contents at a new Situation after that period. We will let You know if We agree to that variation to Your Policy and, if so, on what terms.

In addition, see also 'General terms and conditions' on pages 33-35.

Excesses that apply when You make a claim

An Excess is Your contribution towards the cost of a claim. We will tell You if You need to pay an Excess when You make a claim.

In most instances You can select, at the time of Your enquiry or application for insurance, the amount of the Excess You wish to pay should You make a claim. When You select a higher Excess amount We will normally reduce the amount of the premium You will have to pay.

If You select cover for Buildings and Contents, in the event of destruction, loss or damage to both Your insured Buildings and Contents for the same event, You will only be required to pay one Excess. If the nominated Excesses for Buildings and Contents are different, the Excess payable will be the higher of these Excesses.

When no Excess applies

When a claim is paid for destruction, loss or damage to Your insured Buildings and/or Contents, the Excess amount will only be applied once. You will not be required to pay any Excess in the event that Your Buildings or all Your Contents are a total loss.

When a claim is paid under 'Additional things We will pay for when You have insured Your Buildings' only, or 'Additional things We will pay for when You have insured Your Contents' only, no Excess will apply.

Earthquake or tsunami Excess

Your Excess will be the greater of \$250 or the Excess shown on Your Policy Schedule for any claim for destruction, loss or damage to Your insured Buildings and/or Contents arising from an earthquake or tsunami.

The most We will pay for Your Buildings or Your Contents

The most We will pay for any claim for destruction, loss or damage to Your Buildings or Your Contents is the corresponding sum insured shown on Your Policy Schedule. This does not apply to amounts payable under 'Additional things We will pay for when You have insured Your Buildings', or 'Additional things We will pay for when You have insured Your Contents', or 'Additional things We will pay for when You have insured Your Buildings and/or Your Contents'.

There are some items of Your Contents that We will only cover up to a certain amount. See 'What are Your Contents' for details of these Contents items and the amounts We will pay.

How We pay a claim for Your Buildings

When destruction, loss or damage occurs to Your Buildings, if reasonably practicable, We will do one of the following:

- We will rebuild Your Building to the same condition as when they were new;
- We will repair the damaged portions of Your Buildings to the same condition as when they were new.

If this is not reasonably practicable We will pay You the reasonable cost of rebuilding or repairing Your Buildings to the same condition as when they were new.

Any delays in the repair or rebuild that were outside of Your control will be disregarded in determining a reasonably practicable commencement date.

We will also pay any additional costs required for Your Buildings to comply with government or local authority bylaws. We will not however pay these additional costs if You were required to comply with these bylaws, and had not done so, before the destruction, loss or damage occurred. The most that We will pay for costs required for Your Buildings to comply with requirements of any authority in any one period of insurance is \$25,000.

Rebuilding or repairing Your Buildings must commence within 6 months of the destruction, loss or damage occurring. If it does not commence within 6 months (or any other period which We agree with You in writing) You may have to pay any increase in cost caused by the delay.

We will pay for the damaged portion of fixed coverings to walls, floors and ceilings only in the room, hall or passage where the damage occurred. We will not pay any costs for replacing undamaged property. We will try to match any material used to repair Your Buildings with the original materials. If We cannot, We will use the nearest equivalent available to the original materials. However, if:

- it is impossible to acquire new material to replace the damaged material that reasonably matches the undamaged portion to a similar extent as immediately prior to the loss or damage occurring; and
- the amount of damaged material that cannot be matched to the undamaged material is more than 40% of the total material that would have to be replaced if all the matching damaged and undamaged material was replaced, then We will replace both the damaged and undamaged material.

In addition, see also 'General terms and conditions' on pages 33-35.

How We pay a claim for Your Contents

When destruction, loss or damage occurs to any item of Your Contents, depending on which option is more reasonably practicable We will do one of the following:

- replace the item with the nearest equivalent new item; or
- repair the item to the condition it was in at the time immediately before it was destroyed, lost or damaged.

If this is not reasonably practicable, We will pay You the amount it would reasonably cost You to repair or replace the item, or replace it with its nearest equivalent.

However, if You decide not to proceed with the repair or reinstate of any item of Your Contents and would like to receive a cash settlement instead of Us repairing or replacing Your contents, then We will pay You the amount it will cost Us to repair or replace the item, or to replace it with its nearest equivalent.

When destruction, loss or damage occurs to any item of Your Contents, We will also pay for the cost of replacement for damaged:

- carpets;
- wall, floor and ceiling coverings; and
- internal blinds and curtains,

but only in the room, hall or passage where Your Contents were destroyed, lost or damaged.

Unless Your Policy Schedule lists pairs and sets as a specified Valuable Item under Section 3 of this Policy, when a destroyed, lost or damaged item of Your Contents is part of a pair, set or collection, We will only pay for the value of the destroyed, lost or damaged item itself. The most We will pay is the value that the item has as a proportion of the combined pair, set or collection.

We will only pay the cost of replacing the lost or damaged item even if the pair, set or collection to which it belongs is less valuable because it is incomplete.

SECTION 2 – LIABILITY COVER

What You are covered for

If You have insured Your Buildings under this Policy, We will cover You against any claim for compensation or expenses which You become legally liable to pay for:

- the death of, or Personal Injury to, any person; or
- the Damage to Property,

resulting from an Occurrence during the period of insurance arising out of the ownership or occupancy of Your Buildings or the land, trees, shrubs and other plant life at Your Situation.

If You have insured Your Contents under this Policy and You live in a rented building, We will cover You against any claim for compensation or expenses which You become legally liable to pay for:

- the death of, or Personal Injury to, any person; or
- the Damage to Property,

resulting from an Occurrence during the period of insurance arising out of the ownership of Your Contents or occupancy of the Building. This does not include any amount You have to pay because You are the owner of Your Buildings.

If You have insured Your Contents under this Policy and You own part of a building that is a strata titled residence, We will cover You against any claim for compensation or expenses which You become legally liable to pay for:

- the death of, or Personal Injury to, any person; or
- the Damage to Property,

resulting from an Occurrence during the period of insurance arising out of the ownership of Your Contents or occupancy of the part of the building You own.

If You have insured Your Contents under this Policy, We will cover You against any claim for compensation or expenses which You become legally liable to pay for:

- the death of, or Personal Injury to, any person; or
- the Damage to Property,

resulting from an Occurrence during the period of insurance anywhere in the world. This does not include any amount You have to pay because You are the owner or occupier of Your Buildings.

Definitions for Your liability cover

'Personal Injury' means Bodily Injury, shock, mental anguish or mental injury, including death.

'Bodily Injury' means physical bodily harm including resultant sickness or disease that requires care or loss of services and/or resultant death.

'Damage to Property' means physical injury to or destruction of tangible property, including the loss of its use. Tangible property includes the cost of recreating or replacing stocks, bonds, deeds, mortgages, bank deposits and similar instruments, but does not include the value represented by such instruments.

An **'Occurrence'** includes continuous or repeated exposure to substantially the same general conditions. We regard all death, Personal Injury or Damage to Property arising from one original source or cause as one Occurrence.

Limit of Your liability cover

The most We will cover for any liability claim is \$20,000,000 for any one Occurrence.

Additional benefits - Liability

If You have insured Your Buildings or Contents or both at Your primary residence under this Policy, Your liability cover includes the following additional benefits:

Defence costs

In addition to the limit of Your liability cover, if Your claim for liability cover is payable in respect of an Occurrence, We will also pay You for reasonable legal costs incurred to defend the claim. Let Us know if You expect to incur legal costs before doing so, so that We can inform You whether We agree those are reasonable.

Expenses incurred in attending court

In addition to the limit of Your liability cover, We will reimburse You for reasonable expenses incurred in attending court in relation to a liability claim covered by this Policy at Our request up to \$250 per day but excluding the first day, and up to a total of \$5,000 in any one period of insurance for proven income loss. We will only reimburse income loss for days on which You are not able to conduct any income-earning activity whatsoever.

If You are:

- self-employed or a working director, then 'income' means the gross daily income from such personal exertion after allowing for the costs and expenses incurred in deriving that income;
- an employee, then 'income' means the gross daily income from personal exertion, excluding overtime payments, bonuses, commissions or allowances.

In each case the amount of Your income will be averaged over the 12 months immediately preceding Our request or such shorter period during which You have been so engaged. You must provide any documentation, records, correspondence or other information that We reasonably request in support of any claim for lost income.

Motor vehicle liability

We will cover You against any claim for compensation or expenses which You become legally liable to pay resulting from an Occurrence that occurs during the period of insurance for:

- the death of, or Personal Injury to, any person; or
- the Damage to Property, arising from the ownership, custody, or use of any vehicle not required to be registered by law including:
 - motorcycles up to 125cc capacity;
 - mobility scooters;
 - golf buggies;
 - ride on mowers;
 - any motorised wheelchair; or
 - any domestic trailer not attached to any vehicle.

We also insure You against any claims for compensation or expenses You become legally liable to pay for:

- the death of, or Personal Injury to, any person caused by You solely as a result of You being a passenger in a registered vehicle if the Occurrence causing the death or Personal Injury occurs during the period of insurance; or
- the death of, or Personal Injury to, any person arising from the ownership, custody, or use of any registered vehicle if the Occurrence causing the death or Personal Injury takes place at the Situation and occurs during Your period of insurance. The most We will pay for all claims arising out of any one Occurrence under this additional benefit is \$20,000,000.

In addition to the limit of Your liability cover, if Your claim for liability cover is payable in respect of an Occurrence, We will also pay You for reasonable legal costs incurred to defend the claim. Let Us know if You expect to incur legal costs before doing so, so that We can inform You whether We agree those are reasonable.

We will not cover You:

- if You are entitled to be wholly or partly insured by any compulsory statutory insurance or accident compensation scheme, or would have been, but for failure to register the vehicle or to apply for cover under the insurance or scheme or to comply with a term or condition of the insurance or scheme;
- if You are entitled to be wholly or partly protected by any other Policy of insurance which specifically covers compulsory third party motor vehicle liability.

What You are not covered for - Liability

These exclusions apply to Your liability cover and additional benefits under this Section 2 of Your Policy. We will not cover any liability arising from:

- Use of a motor vehicle, motorcycle, mini-bike, aircraft or watercraft, however We will cover liability that:
 - i. arises from the ownership, custody or use of any:
 - a. model or toy aircraft;
 - b. surfboard, sailboard, kayak or surf ski;
 - c. watercraft no more than four metres long and that do not require registration under state or territory legislation, however, We will not cover any liability arising from personal watercraft (for example, jet skis);
 - ii. We cover under 'Additional benefits - Motor vehicle liability'.
- Use of a caravan or trailer when the caravan or trailer is attached to a motor vehicle or motorcycle.
- Any agreement or contract You enter into, however We will cover Your liability if You would have been liable without the agreement or contract.
- The existence, at any time, of asbestos or which concerns asbestos in any way, including any materials containing asbestos in any form or quantity.
- Gaining a personal profit or advantage that is illegal.
- A conflict of duty or interest.
- Any act or omission that is dishonest, fraudulent, criminal, wilful or Malicious Damage.
- Any act of defamation, libel or slander.
- Any loss that can be reimbursed by Your sporting or social club or community organisation.
- Any alleged or actual act or omission committed, or alleged to have been committed, prior to the commencement of the Policy.
- Any disease that is transmitted by You, or any member of Your family who normally lives with You.
- Any business, profession, trade or occupation carried on by You.

This does not include being a committee member of a sporting or social club or community organisation provided that You do not receive more than \$1,000 per year for holding this position.

This does not include letting the home for domestic purposes or babysitting on a casual basis. Babysitting is not considered to be on a casual basis if:

- i. the babysitting is not of a casual nature;
- ii. any licence or other permission is required by any government body or public authority in order to legally conduct the babysitting;
- iii. the income derived from the babysitting is the primary or only source of the household's income;
- iv. there is a registered business associated with the babysitting.

We will not cover any:

- Penalties, fines or awards of aggravated, exemplary or punitive damages made against You.
- Personal Injury to You, or any member of Your family who normally lives with You, or any other person who normally lives with You.
- Personal Injury to any person You employ and that Personal Injury arises from their employment with You.
- Damage to Property that belongs to You, or any member of Your family who normally lives with You, or any other person who normally lives with You.

- Damage to Property that belongs to any person You employ and that Damage to Property arises from their employment with You.

The exclusions that apply to Section 1, Section 3 and the General Terms and Conditions also apply to Your liability cover and additional benefits under this Section 2 of Your Policy.

SECTION 3 – OPTIONAL COVERS FOR AN ADDITIONAL PREMIUM

Valuable Items

This optional cover for Valuable Items under Section 3 of the Policy only applies when Your Policy Schedule shows that You have insured Your Valuable Items under this Policy.

You can choose to insure Your Valuable Items as either:

- unspecified valuables; or
- specified valuables.

If You select unspecified valuables, You must nominate a total sum insured for Your Valuable Items to be covered by this Policy, subject to a maximum of \$5,000, but You do not have to specify individual Valuable Items.

If You select specified valuables, then You must specify each Valuable Item You wish to insure under this Policy and provide valuations and/or receipts to evidence their value, unless We tell You that these are not required.

If You insure Your valuable Contents items under this optional Valuables Items cover, it means that there will be no Excess applicable and the cover is in addition to Your Contents sum insured.

What are Valuable Items

- Jewellery and watches;
- Items that contain gold or silver (but not items thinly covered with gold or silver);
- Collections of stamps, money or medals;
- Sporting equipment and tools, except while in use or play;
- Camping equipment, back packs and sleeping bags;
- Photographic equipment including video equipment;
- Musical equipment not used for earning income;
- Battery operated sound equipment;
- Binoculars and telescopes;
- Clothing;
- Wheel chairs, crutches and walking sticks, motorised golf carts and ride on mowers, none of which require registration;
- Prams or strollers;
- Luggage;
- Pedal cycles;
- Personal mobile cellular phones, portable computers;
- Surfboards, windsurfers, surf skis, kayaks and other watercraft that are less than four metres and do not require registration under state or territory legislation;
- Hearing aids, contact lenses, eye-glasses; and
- Other personal belongings specifically designed to be worn or carried on the person.

What are not Valuable Items

- Unset precious and semi-precious stones;
- Items thinly covered with gold or silver;
- Motor vehicles, motorcycles, mini-bikes, caravans, trailers, aircraft or accessories or spare parts of any of these items;
- Watercraft less than four metres long that require registration under state or territory legislation; and
- Personal watercraft (for example, jet skis).

When We will pay for Valuable Items

Your Valuable Items are covered for accidental loss or accidental damage, provided that the accidental loss or accidental damage happens within Australia or New Zealand during the period of insurance. You only have cover for accidental loss or accidental damage that happens outside of Australia and New Zealand if the accidental loss or accidental damage occurs within 90 consecutive days after You leave Australia.

We will not pay for Valuable Items

We will not pay if the accidental loss or accidental damage to Your Valuable Items is caused by the following:

- Rust, corrosion, gradual deterioration, depreciation, wear or tear.
- A defect in the item.
- Rats, mice or insects.
- Processes of cleaning involving the use of chemicals other than domestic household chemicals.
- Mechanical or electrical breakdown other than an electric motor burning out. We will however pay for any resultant damage following mechanical or electrical breakdown.

In addition, see also 'General terms and conditions' on pages 33-35.

How We pay a claim for Valuable Items

When accidental loss or accidental damage occurs to a Valuable Item, depending on which option is more reasonably practicable We will do one of the following:

- replace the item with the nearest equivalent new item; or
- repair the item to the condition it was in when the accidental loss or accidental damage occurred;

If this is not reasonably practicable, We will pay You the amount it would reasonably cost You to repair or replace the item with its nearest equivalent.

However, if You decide not to proceed with the repair or replacement of the Valuable Item and would like to receive a cash settlement instead of Us repairing or replacing the item, then We will pay You the amount it will cost Us to repair the item or to replace it with its nearest equivalent.

Unless Your Policy Schedule lists pairs and sets as a specified Valuable Item under Section 3 of this Policy, when a Valuable Item is part of a pair, set or collection, We will only pay the value of the lost or damaged item itself. The most We will pay is the value that the item has as a proportion of the combined pair, set or collection. We will only pay the cost of replacing the lost or damaged item even if the pair, set or collection to which it belongs is less valuable because it is incomplete.

If You have made a claim which is covered under Section 1 of this Policy for an item of Your Contents which is also covered as a Valuable Item under this Section 3, We will reduce any payment to You under this Section 3 by the amount We pay You for the same item under Your Contents cover.

Limit for Valuable Items

If Your Policy Schedule indicates that You have selected unspecified valuables, the most We will pay for any one item, pair, set, collection or system is \$1,000 up to a maximum of \$5,000 or the total unspecified valuables sum insured, whichever is the lesser.

If Your Policy Schedule does not list pairs and sets as a specified Valuable Item under Section 3 of this Policy, the most We will pay for any one item, pair, set, collection or system is the amount shown on Your Policy Schedule.

Pairs and sets

This optional cover under Section 3 of the Policy only applies when each pair or set is listed as a specified Valuable Item in Your Policy Schedule.

In the event of a total loss of any item or article which is part of a pair or set, We agree to pay You – at Your option, exercisable after the loss – the full amount of the value of such pair or set, and You agree to surrender the remaining article or articles of the pair or set to Us.

Excess

No Excess will be applied to claims paid under Section 3.

GENERAL TERMS AND CONDITIONS

General exclusions applying to all Sections of this Policy

1. This Policy excludes loss, damage, destruction, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
 - a. War, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
 - b. Any act(s) of terrorism that is directly or indirectly caused by, contributed to by, or in any way involves or is connected with biological, chemical, radioactive, or nuclear pollution or contamination or explosion. For the purpose of this exclusion, an act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the Government of the day or de facto of any nation or any political division thereof, 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(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or Government(s) of the day or de facto, and which:
 - i. involves violence against one or more persons;
 - ii. involves damage to property;
 - iii. endangers life other than that of the person committing the action;
 - iv. creates a risk to health or safety of the public or a section of the public; or
 - v. is designed to interfere with or to disrupt an electronic system.
 - c. Radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.
 - d. Rust, corrosion, gradual deterioration, depreciation, wear or tear.
 - e. Consequential loss (financial and non-financial loss).
2. This Policy excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to 1. (a), (b) or (c) above.
3. Unless We otherwise agree in writing, We will not provide any cover under this policy and can deny any claim unless there is a residential building with a domestic certificate of occupancy at the Situation.
4. This policy excludes loss, damage or liability that occurs during or prior to completion of any alterations, repairs, renovations or additions that have or will cost more than \$100,000, unless We otherwise agree in writing prior to the commencement of the alteration, repairs, renovations or additions.
5. This policy excludes highly pathogenic avian influenza, rabies, cholera, human diseases listed under the Biosecurity Act 2015 (Cth) (or any amendment, replacement, successor or delegated legislation), or any mutation of such disease, including any:
 - fear or threat of such disease (whether actual or perceived);
 - action taken by a competent public authority in controlling, preventing or suppressing such disease;
 - cost or expense to clean-up, decontaminate, disinfect, remove, replace, monitor or test for any such diseases or any property insured under this policy that is affected by or suspected to be affected by such disease.

6. This Policy excludes claims for loss, damage, destruction or liability arising from:
 - a. Lawful destruction or confiscation of Your property.
 - b. Damage to a heating element. We will however pay for any resultant damage following damage to a heating element.
 - c. Mildew, atmospheric or climatic conditions.
 - d. Mould or fungi.
 - e. Damage, loss or injury that You or anyone acting for You deliberately caused.
 - f. Action of the sea, tidal wave, high water, or erosion.
 - g. Landslide or subsidence except as described in Section 1 of this Policy.
 - h. Any event that does not occur within the period of insurance.
7. This Policy excludes claims for consequential loss (financial and non-financial loss).
8. This Policy excludes claims for loss, damage, destruction or liability arising from:
 - the manufacturing, production, storage or distribution at the Situation, of any Controlled Drug; or
 - the use at the Situation, of any Controlled Drug.
9. We will not provide cover, unless agreed to in writing, where You permit a business to be run from the Situation.

Natural peril exclusion

We will not cover Your Buildings and Your Contents for a period of 72 hours from the time of purchase of Your initial period of insurance for destruction, loss or damage caused by:

- bushfire;
- a named cyclone; or
- Flood or tsunami.

We will provide cover, however, if:

- this insurance commences directly after another insurance Policy with equivalent cover for the same property expired without a break in cover; or
- You have entered into a contract of sale to purchase the property which has not completed and under which the risk has passed to You as purchaser.

Sanction limitation and exclusion clause

In this section, the reference to Insurer is a reference to Us and Insured is a reference to You.

If, by virtue of any law or regulation which is applicable to an Insurer, its parent company or its ultimate controlling entity, at the inception of this Policy or at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an applicable embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defence to the Insured or make any payment of defence costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such embargo or sanction.

When Your cover does not apply

Cover for Your Buildings, Contents and Valuable Items will not apply if, for a continuous period of 90 days or more, no one has Occupied Your Buildings, unless the destruction, loss or damage results from lightning, thunderbolt, riot and civil commotion, damage directly caused by impact by a vehicle, aircraft, waterborne craft, space debris, rocket, satellite, or a branch, tsunami or earthquake. However, We do not insure You against any subsequent resultant damage such as rainwater entering any opening made by impact or looting subsequent to a riot.

You can ask Us to provide cover if Your Buildings are not going to be Occupied for more than 90 days. If We agree to provide cover, We will advise You in writing.

Other interests

You must not transfer any interests in this Policy without Our written consent.

Any person whose interests You have told Us about and We have noted on Your Policy Schedule is bound by the terms of this Policy.

What You are required to do for Us

- You must pay Us the premium for this Policy.
- You must tell Us as soon as possible of anything that changes the facts or circumstances relating to Your insurance, for example:
 - changes to Your building, including any proposed alterations or additions, the addition of buildings or fixtures intended to be used to earn income or which are of a non-domestic nature, or any significant damage or deterioration.
 - changes to use and/or ownership.
 - starting, stopping, or changing any business conducted at the Situation.
 - employing additional people to work in a business conducted at the Situation.
 - changes or corrections to the information You have previously provided to Us or Your broker.
- You must take reasonable precautions to prevent anything which could result in a claim under this Policy.
- You must make sure that anyone doing anything on Your behalf obeys all laws.
- You must comply with the terms and conditions of this Policy.

The law that applies to this Policy

Any disputes arising from this Policy will be determined by the courts, and in accordance with the laws, of the state or territory of Australia where this Policy is issued.

HOW TO MAKE A CLAIM

Please contact Your Steadfast Broker to assist You in making a claim.

In an emergency outside normal business hours You may ring Our emergency service on 1300 020 287 for assistance.

What You must do when You make a claim

You must make Your claim as soon as possible after You suffer a loss. If You do not make Your claim promptly and We suffer prejudice as a result, We may reduce what We pay You by an amount to take account of that prejudice. This may result in the claim having no amount payable to You.

You must also:

- Take all reasonable steps to stop any further loss from occurring.
- Report to the police if Your property is lost or stolen, vandalised or Maliciously Damaged.
- Keep the property that has been damaged so We can inspect it.
- Tell Us about any prosecution or inquest that may be held.
- Send Us any document relevant to Your claim as soon as reasonably possible after receiving it.

What You must not do when You make a claim

You must not do any of the following:

- Repair or replace any damaged property without Our consent.
- Pay, promise to pay, or offer payment, or admit responsibility for a claim.

You give Us Your rights to claim from anyone else

If You have a right to claim against someone else for a claim that You have made and We have paid under this Policy, You give Us Your rights to make that claim. You also give Us Your rights to conduct, defend or settle any legal action and to act in Your name.

You must not do anything which prevents Us from doing this and You must give Us all the information and cooperation that We require.



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