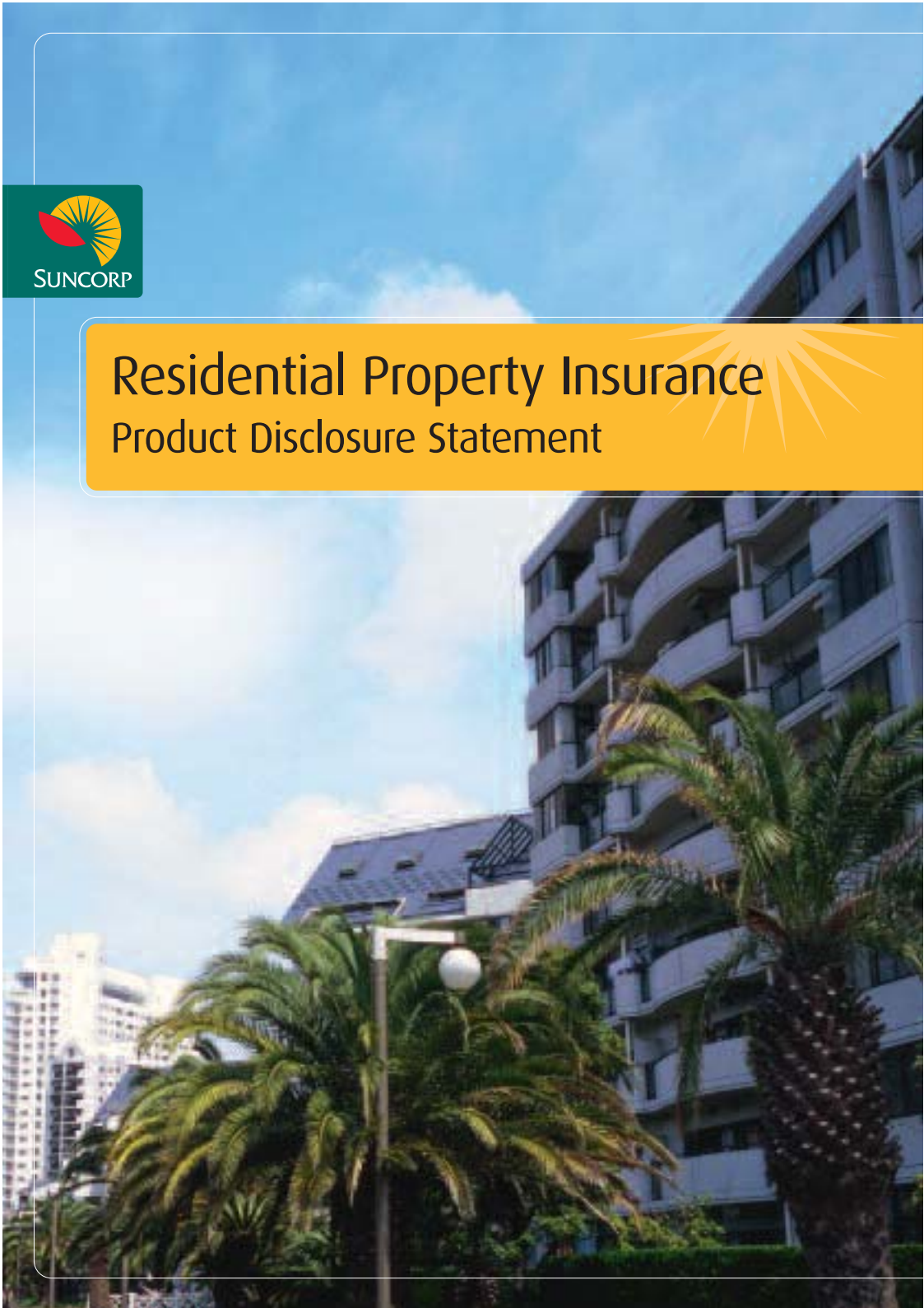




Residential Property Insurance Product Disclosure Statement



Welcome

This Product Disclosure Statement (PDS) is an important legal document that contains details of your Residential Property Insurance. Before you decide to buy insurance from us, please read this PDS through and then keep it, together with your Certificate of Insurance, in a safe place.

Cooling off period

You have **21 days** to consider the information in your PDS. This is the cooling off period. If you wish and provided you have not made a claim, you can cancel your insurance within **21 days** from the day cover began. We will then refund in full any money you have paid.

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Summary of covers

The table on this page is a guide only which summarises the covers, Additional features and the Options you can choose. For details of the various policies and options we offer, please read this Product Disclosure Statement (PDS). If you decide to buy our insurance, you need to read the policy for full details of your cover and how much we will pay for any claims under this policy.

Covers available	Details	page
Building	You choose the replacement sum insured of your Building. You must insure your Building before you can insure Common Contents or choose any of the options.	11
Common Contents	You can add Common Contents cover to your Building cover. You choose the replacement sum insured of your Common Contents.	11
Additional features	Included when you insure your Building	page
Emergency repairs	✓	15
Exploration costs to find the source of leaks from pipes and water containers	✓	15
Motor burnout	✓	16
Embezzlement of funds*	✓	16
Removal of debris and extra rebuilding costs	✓	17
Temporary accommodation* and loss of rent	✓	18, 19
Lawns, garden areas, trees, shrubs and plants	✓	19
Replacement of locks*	✓	19
Voluntary Workers Cover*	✓	20
Legal liability	✓	22
Automatic adjustments to the sum insured	✓	25
Summary of optional covers (an extra premium is payable if you choose to add an option)	Available as an option	page
Flood damage	✓ In some circumstances. See option (1) in the PDS	26
Office bearer's liability*	✓	27

* Strata, group, body corporate or community titled buildings only.

Important terms explained

The following table defines and explains the meaning of some terms used in this PDS. When any of the following terms appear in this PDS, regardless of whether their first letter is a capital or in lower case, their meaning is shown below.

term	meaning
accident or accidental	Something you did not intend or expect to happen.
Additional features	Additional covers and benefits automatically included when you insure your Building under this insurance policy. See pages 15 to 25.
administration office	A unit or part of a unit in your Building used for your secretarial functions or your caretaking or letting services.
at the insured address or the insured address	For buildings subject to a strata, group, body corporate or community title scheme, it means within the perimeters of your scheme land at the insured address shown on your Certificate of Insurance. For other residential buildings it means within the domestic land boundaries located at the insured address shown on your Certificate of Insurance.
boarder or tenant	A person who pays an amount of money in exchange for living in the building.
Building	See page 12.
business activity	A business, trade, profession, occupation or any income-earning activity, but it does not mean the residential tenancy of any part of your Building.
Certificate of Insurance	The latest Certificate of Insurance we have given you. It is an important document as it shows the covers you have chosen and other policy details.
common areas	The areas at the insured address which are not part of any unit (eg. gardens, driveways, footpaths, walkways, pool areas, tennis courts).
Common Contents	See page 13.
compensation	Money you are legally liable to pay as a result of: <ul style="list-style-type: none"> • a judgement made against you by a court of law or • a settlement by us of legal action against you. It does not include fines, penalties, punitive, aggravated or exemplary damages.
Duty of Disclosure	You have a Duty of Disclosure to tell us everything you know or should know, that is relevant to our decision to insure anyone under the policy, including you, and on what terms. It includes matters we specifically ask about when you apply for a policy, or renew or alter your policy, and any other matters which might affect whether we insure you and on what terms. The information you tell us can affect: <ul style="list-style-type: none"> • the amount of your premium and your excess • if we will insure you • if special conditions will apply to your policy. You do not need to tell us of anything which: <ul style="list-style-type: none"> • reduces the chances of you making a claim or • we should know about because of the business we are in or • we tell you we do not want to know. If you are unsure it is better to tell us. If you do not tell us something which you know or should know is relevant, we might reduce a claim, refuse to pay a claim, cancel your policy or, if fraud is involved we can treat the policy as if it had never existed.

Important terms explained (cont)

term	meaning
excess	<p>The excess:</p> <ul style="list-style-type: none"> • is the amount you have to pay for each incident if you make a claim • is deducted from the amount of cover provided by your policy. <p>The amount and type of excess that applies to your policy is shown on your Certificate of Insurance. We will deduct the excess from the amount of cover under your policy and then pay you, or we will ask you to pay the excess to a supplier, repairer or us.</p>
family or your family	Your spouse, your partner or your defacto who lives with you, your parents and parents-in-law, your or your spouse's children, your brothers and your sisters.
fixed	When permanently attached to your Building or permanently anchored in the ground.
flat	A set of rented rooms in a residential building.
flash flood	Flood or a combination of flood mixed with rainwater run-off, caused by rain falling in the 24 hours immediately before the Building or Common Contents are damaged by the flash flood. It does not mean water from the sea.
flood	<p>The covering of normally dry land by water escaping, overflowing or being released from the normal confines of a:</p> <ul style="list-style-type: none"> • river, creek or any other natural watercourse whether or not it has been altered or modified • canal or channel • lake or • reservoir or dam. <p>A flood is not water from:</p> <ul style="list-style-type: none"> • the sea • tsunami • a burst or leaking water main or fire hydrant or • a burst or leaking pipe or water container at the building.
incident	A single occurrence or series of occurrences arising from the one event which is not intended or expected to happen by you.
input tax credit	The amount you can claim as a credit against the Goods and Services Tax (GST) you have paid.
interim cover	Insurance cover we give you before your Certificate of Insurance is issued. When we issue your Certificate of Insurance, it will include the period of interim cover.
lot	See meaning of unit.
legal costs	Legal fees, charges and expenses (except for your fees or salaries, or salaries of your employees) we have accepted and approved in writing, for the investigation, defence, monitoring or settlement of any claim.

Important terms explained (cont)

term	meaning
managing agent	A paid body corporate manager, service contractor or letting agent.
mortgagee	A credit provider who has a financial interest in a unit. When a mortgagee is noted on your Certificate of Insurance they have rights under How Claims are Paid on page 35.
new for old	<p>This is:</p> <ul style="list-style-type: none"> replacing or repairing with new items or new materials that are available at the time of replacement or repair from Australian suppliers and new for old regardless of age, with no allowance for depreciation and of the same type, standard and specification as when new. <p>If the same is not available, it means of a similar type, standard and specification when new. It does not mean of a better standard, specification or quality than when new.</p>
office bearer	A unit owner or a nominee of a unit owner, appointed as a member of your executive committee as required by the strata, group, body corporate or community title legislation or similar laws in your state or territory. Office bearers include your Chairperson, Secretary and Treasurer. It does not include a managing agent or any contractor maintaining or managing your Building.
option or optional cover	The optional covers available under this policy for an extra premium. (See pages 26 to 27)
period of insurance	The time you are covered by this insurance. It is shown on your Certificate of Insurance.
policy	Your insurance contract. It consists of this PDS, your application for insurance and your latest Certificate of Insurance.
premium	The amount you pay us for insurance. You also pay stamp duty, GST, any additional government charges and Fire Services Levy (FSL) if applicable.
Product Disclosure Statement (PDS)	PDS is the name of this document and contains the terms of your insurance cover. It tells you what cover we provide, details of costs, fees and charges and other important information. It should be read together with your Certificate of Insurance. If there are changes to your PDS, we will send you a Supplementary PDS, or a new PDS.
rainwater run-off	Water pooling or flowing across normally dry land caused by rain falling in your local area without any mixing, contribution or involvement of water from flood. Rainwater run-off does not mean water from the sea.
retaining wall	A wall designed to hold back or prevent the movement of earth.
scheme land	The land or parcel at the insured address, identified in your strata, group, body corporate or community titled scheme as recorded by the relevant titles registration procedure in your state or territory.
seepage or underground water	Water that seeps or flows under or through the earth. Engineers sometimes refer to this as 'hydrostatic' water.
storm	A violent atmospheric disturbance, producing strong winds. It can be accompanied by rain, lightning, hail or snow.
storm surge	An increase in the sea level caused by a cyclone.

Important terms explained (cont)

term	meaning
sum insured	The most you can claim. The amount is shown on the Certificate of Insurance or in this PDS. The sum insured includes GST.
Supplementary PDS	A document that updates or adds to the information in the PDS.
tsunami	An ocean wave caused by an undersea earthquake or volcanic eruption.
unit	An area marked as a lot on the plan for the strata, group, body corporate or community titles scheme, for your scheme land.
unit owner	The registered owner of a lot forming part of a strata, group, body corporate or community titled building.
unoccupied and occupied	<p>Unoccupied means:</p> <ul style="list-style-type: none"> • no-one is eating, sleeping and living in any unit or flat in your Building or • your Building is not connected to electrical power. <p>Occupied means:</p> <ul style="list-style-type: none"> • someone is eating, sleeping and living in any unit or flat in your Building and • your Building is connected to electrical power.
voluntary worker	A unit owner, nominee of a unit owner or office bearer who voluntarily does work or performs duties in and around your Building and the common areas. A voluntary worker is not an employee or anyone who receives financial reward other than reimbursement for expenses.
water containers	Drains, gutters, baths, sinks, basins, toilets, bidets, tanks, swimming pools, spa baths, dishwashers, washing machines, evaporator trays in refrigeration appliances. A water container is not a shower base or the walls of a shower cubicle.
watercraft	Any vessel designed for use on or in water.
we, our and us	See the back cover.
what it costs us	<ul style="list-style-type: none"> • For repairs, it means what it costs us to repair the item. • For replacement, it means the retail price of the item as if it were new at the time of the loss or damage less any discount available to us.
wrongful act	Any act, error, omission, negligence, breach of duty, misrepresentation or conduct of any office bearer, while in their roles as your office bearers.
you and your	The people or entity shown as the insured on your Certificate of Insurance. For a building subject to a strata, group, body corporate or community title scheme, it means the body corporate, owners' corporation, strata company or association of the strata, group, body corporate or community title scheme shown as the 'insured' on your Certificate of Insurance and its ownership or insurable interest according to the relevant strata, group, body corporate or community title laws applying to your Building and Common Property.

Your responsibilities

When you buy insurance from us, you are responsible for keeping your details up to date and providing correct information.

Your Duty of Disclosure

You must comply with your Duty of Disclosure when you apply for insurance with us and each time you renew or alter your cover. (See page 5 for details.)

Keeping details up to date and providing information

You need to tell us immediately if:

- any details on your Certificate of Insurance are incorrect or have changed
- any part of your Building is used for any business activity
but we do not need to know if this business activity is only:
 - the residential tenancy of your Building
 - parking a trade person's vehicle at the insured address or
 - using no more than **1 unit** in your Building as an administration office
- trespassers (squatters) have moved into any part of your Building
- your Building has fallen into a state of disrepair
- you become aware of any new potential threats or risks to your Building or Common Contents that could increase the risk of loss, damage or liability occurring
- For buildings that are not strata, group, body corporate or community titled residential buildings – in the past **5 years**, you or anyone to be insured under this policy has committed any criminal acts (whether charged or convicted or not) in relation to: fraud, theft or burglary, drugs, arson, criminal damage, malicious damage or wilful damage.

Making sure your sum insured is adequate and keeping proof of purchase or valuations

If you are underinsured you could suffer a financial loss after a claim.

You are responsible for deciding the amount of your sum insured. Make sure your Building is insured for:

- its new for old replacement value (including GST) plus
- the cover you need for:
 - removal of debris and other Building costs (under Additional feature 5) and
 - loss of rent caused by an insured incident (under Additional feature 6(b)).

Make sure your Common Contents are insured for:

- their new for old replacement value (including GST) plus
- the cover you need for temporary storage and removal of debris costs (under Additional feature 5).

Use an expert such as a builder or quantity surveyor to help if you are unsure of replacement values.

We also recommend that you keep evidence of the value of your Building and Common Contents if you have this. We might ask for evidence if you have a claim.

Your responsibilities (cont)

When you build, extend or renovate

When you make Building alterations, extensions or renovations to your Building, we will not cover you for some incidents. (See page 32.)

Your other responsibilities

You must:

- keep your Building and Common Contents in good condition.
This includes:
 - repairing faults or fixing defects such as roofs, gutters, drains, water pipes and tiled areas when they leak or need repairs
 - taking reasonable care to prevent injury such as installing and maintaining pool fencing and gates.
- take all reasonable care to prevent theft, loss, damage or legal liability
- follow all the terms and conditions set out in your policy
- provide honest and complete information for any claim, statement or document supplied to us.

If you do not comply

If you do not comply with your responsibilities outlined in this PDS, or if you do not tell us everything relevant to our decision whether or not to insure you, or if you mislead us, we can refuse to pay a claim or reduce the amount we pay or cancel your policy.

If fraud is involved, we can treat your policy as if it never existed.

Paying your premium

We will tell you how much you have to pay and how much time you have for payment. You must pay the premium by the due date to get this insurance cover. If you pay after the due date, we can reject your payment and your policy will cease from the due date. If we accept your late payment, we might re-commence your cover from the date of payment. If so, you will have no cover for the period from the due date until the date of payment. Unless we tell you, any payment reminder we send you does not change the expiry or due date.

If you do not pay the premium and other charges in full, we will reduce the period of insurance so it is in line with the amount you paid.

Cancellations

You can cancel the cover at any time. The cancellation takes effect on the date we receive your request.

We can cancel your cover at any time according to law. If you do not pay the premium by the due date, we can cancel your policy.

We will refund any money we owe you less any cancellation fee that might apply (see inside of back cover for details) and non-refundable government charges.

If we pay out a claim for the full sum insured on your Building all cover stops. In those circumstances we do not refund any premium for an unexpired period of insurance.

Types of cover

You can insure your Building under your policy. You can also add cover for Common Contents and the options to your policy. You must insure your Building under this policy before you can insure Common Contents or choose any of the options.

You decide on the covers and how much insurance you need. If we agree to insure you and you pay us a premium, the cover you have chosen will be shown on your Certificate of Insurance.

Building Cover

When we insure your Building, we will cover it for accidental loss or damage or theft, in the period of insurance if the loss, damage or theft is not excluded by any part of your policy.

Common Contents Cover

When you add Common Contents to your Building policy, we will cover Common Contents for accidental loss or damage or theft, in the period of insurance if the loss, damage or theft is not excluded by any part of your policy.

What is insured as your Building

Insured as your Building	NOT insured as your Building
<p>Your Building means:</p> <ul style="list-style-type: none"> • the strata, group, body corporate or community titled residential building or buildings at the insured address or • the residential building at the insured address <p>Your Building includes outbuildings and structural improvements and these fixtures if they are yours:</p> <ul style="list-style-type: none"> ✓ fixed external awnings and blinds ✓ elevators, escalators, travelators and inclinators ✓ fixed fire prevention and security equipment (eg fire hoses, fire extinguishers, security cameras) ✓ ducted airconditioning ✓ alarms and intercoms ✓ service pipes and cables ✓ swimming pools and spas in a permanent site and their accessories ✓ fixed barbecues, fixed clothes lines, fixed aerials, fixed satellite dishes and fixed masts ✓ garden borders, driveways, paths and paving ✓ walls, fences and gates ✓ tennis courts ✓ boat jetties, boat pontoons and marinas ✓ electrical and gas appliances only if these appliances are permanently connected or plumbed to the electricity or gas supply ✓ dishwashers you own that are housed in a purpose-built cupboard or bench ✓ these wall and floor coverings (except when they are inside a unit and the strata laws in your state or territory say they are not part of your Building for body corporate insurance purposes): <ul style="list-style-type: none"> ✓ paint, tiles, wallpaper and permanent wall, floor and ceiling coverings, ✓ fixed floor coverings including lino, whether glued down or not, ✓ timber floor coverings that were fitted when the Building was originally built, whether secured to the floor or not. 	<ul style="list-style-type: none"> ✗ fixtures that can be removed by the lessee or tenant at the end of a tenancy without causing damage to the unit ✗ mobile or fixed air conditioning units servicing a particular unit ✗ a new building being built ✗ carpets (fixed or unfixed) or floor rugs in units ✗ inflatable or above-ground swimming pools or portable spas, on a temporary site or their accessories ✗ any of your Common Contents ✗ paint, wallpaper and temporary wall, floor and ceiling coverings inside any unit, if the strata laws applicable in your state or territory say that they are not part of your Building for body corporate insurance purposes <p>Any part of your Building used or occupied:</p> <ul style="list-style-type: none"> ✗ as a hotel, or motel ✗ as a boarding house or guest house ✗ for any business activity unless we agreed to this business activity or this business activity is only: <ul style="list-style-type: none"> • the residential tenancy of your Building • parking a trade person's vehicle at the insured address or • using no more than 1 unit in your Building as an administration office.

What is insured as your Common Contents

Insured as your Common Contents	NOT insured as your Common Contents
<p>Your Common Contents means your unfixed property and carpets at the insured address that are either:</p> <ul style="list-style-type: none"> • Contained within the common areas of the strata, group, body corporate or community titled residential Building or Buildings; or • Contained within the residential Building or Buildings that are owned by the residential Building owner. <p>It includes your:</p> <ul style="list-style-type: none"> ✓ temporary wall, floor and ceiling coverings. ✓ internal window coverings ✓ portable domestic appliances (eg clothes dryer) ✓ tools and cleaning equipment ✓ gardening equipment (including ride-on mowers) ✓ office equipment, electronic equipment and telephones you use in your administration office. Examples include: <ul style="list-style-type: none"> • computers, including laptops, electronic diaries, palm or pocket PCs, printers and scanners (but not software, games or stored media information) • filing cabinets • fax machines and photocopiers • phones • chairs, tables, desks and other office furniture • office stationery. 	<ul style="list-style-type: none"> ✗ cash, credit cards, debit cards, smart cards, phone cards and any document able to be cashed or banked ✗ jewellery, gold or silver items, or items plated with silver or gold ✗ any fixture or item owned by a unit owner or tenant which they would remove if they sold or vacated their unit ✗ any item covered as your Building ✗ pets, domestic animals and livestock ✗ stock in trade ✗ unfixed building materials and uninstalled fixtures ✗ floating floors fitted by the unit owner ✗ carpets or other contents owned by a tenant or unit owner. <p>These vehicles or craft or any of their accessories or spare parts:</p> <ul style="list-style-type: none"> ✗ motor vehicles or trailers, motorcycles, mini-motorcycles, motorised scooters or motorised bicycles ✗ caravans, mobile homes or any of their contents ✗ watercraft or their outboard motors or aircraft ✗ tractors, back hoes, bob-cats, earth dozers or front-end loaders or their accessories or spare parts.

The most we will pay for your Building and Common Contents claims (unless specifically shown elsewhere in the policy)

Building and Common Contents	The most we will pay for any one insured incident (including GST)
Flash flood	50% of your Building sum insured (for Building claims) and 50% of your Common Contents sum insured (for Common Contents claims)
Additional features or options	up to the limit shown for that Additional feature or option
Your unfixed building materials and uninstalled fittings under your Building cover	up to \$500 in total
All other insured incidents and other parts of your Building or Common Contents	up to the sum insured for your Building (for Building claims) and Common Contents (for Common Contents claims) shown on the Certificate of Insurance

Additional features

When you insure your Building under this policy, we will provide cover shown under these Additional features, if the incident that causes a claim happens in the period of insurance and is not excluded by any other part of this policy.

Insured	NOT insured
<p>1 Emergency repairs</p> <p>We will cover:</p> <ul style="list-style-type: none"> ✓ the cost of you having to do emergency repairs to your Building and Common Contents if an insured incident causes loss or damage. <p>The most we will pay for emergency repairs is \$1,000.</p>	<ul style="list-style-type: none"> ✗ repairs you did not have to do ✗ unreasonably excessive repair costs if you had a cheaper alternative to choose from at the time. (We will only pay the amount you should have spent.)
<p>2(a) Exploration costs to find the source of leaks from pipes and water containers</p> <p>We will cover:</p> <ul style="list-style-type: none"> ✓ the reasonable cost of searching for the unknown source of leaks in pipes and water containers but only if the leaking liquid is causing permanent damage to your Building or Common Contents. <p>2(b) Repairs to the leaking pipes and water containers</p> <p>We will also pay:</p> <ul style="list-style-type: none"> ✓ up to \$500 in any one period of insurance to repair or replace leaking pipes and water containers. <p>2(c) Matching new materials to undamaged areas</p> <p>When repairing damage from leaks, we will:</p> <ul style="list-style-type: none"> ✓ repair damage caused by the leaking liquid ✓ repair damage caused by our exploratory work. <p>If necessary, we will pay up to \$750 to replace undamaged tiles or other wall or floor materials in the same room, hallway or passageway where the damage occurred, so they match or complement new materials used for repairs.</p>	<ul style="list-style-type: none"> ✗ fixing or finding leaks that have not caused permanent damage to your Building or Common Contents ✗ searching for leaks in shower bases, walls or floors or fixing them so they do not leak <i>unless</i> the damage is caused by <ul style="list-style-type: none"> ✓ liquid leaking from pipes in shower walls or from water containers ✗ fixing broken, worn or aged tiles or grouting in walls in showers, bathrooms, kitchens or laundries <i>unless</i> the damage is caused by <ul style="list-style-type: none"> ✓ liquid leaking from pipes in walls, floors or from water containers.

Additional features (cont)

Insured	NOT insured
<p>3 Motor burnout</p> <p>We will cover:</p> <ul style="list-style-type: none"> ✓ the burning out or fusing of an electric motor up to 4kw or 5.36HP, which is part of your Building or Common Contents when they are insured under your policy (eg. insinkers, swimming pool motors in common areas). <p>Cover includes repairing or replacing:</p> <ul style="list-style-type: none"> ✓ switches, capacitors, condensers, bearings and seals if they are fixed to the electric motor ✓ an entire sealed unit and re-gassing, if the electric motor is inside a sealed airconditioning or refrigeration unit ✓ a swimming pool water pump and its electric motor, if the replacement pump motor cannot be bought on its own. <p>We will deduct from the amount we pay any amount you are entitled to claim under any warranty or guarantee.</p>	<ul style="list-style-type: none"> ✗ any motor or sealed unit aged 11 years or more ✗ the cost of extracting or reinstalling a submersible pump ✗ motors with more than 4kw (5.36HP) power ✗ any motor or unit that is used for a business activity.
<p>4 Embezzlement of funds for strata, group, body corporate or community titled buildings</p> <p>This Additional feature only provides cover if you are a body corporate, owners' corporation or a strata company or association of a strata, group, body corporate or community titled building.</p> <p>We insure you for:</p> <ul style="list-style-type: none"> ✓ fraudulent embezzlement or theft of your funds by office bearers or your employees. <p>The most we will pay under this Additional feature for all claims made in the period of insurance is \$50,000.</p>	<p>Embezzlement or theft:</p> <ul style="list-style-type: none"> ✗ which happens after you discover how this happened or identify the person responsible ✗ of funds held by managing agents of your Building ✗ not reported to us within 6 months of you discovering it ✗ when your accounting records cannot prove how much you have lost.

Additional features (cont)

Insured	NOT insured
<p>5 Removal of debris and extra rebuilding costs</p> <p>Building When your Building is damaged by an insured incident, we will pay the reasonable and necessary costs to:</p> <ul style="list-style-type: none"> ✓ remove Building debris caused by the incident ✓ demolish the damaged parts of your Building and ✓ secure your Building <p>AND</p> <p>if your Building is to be repaired or rebuilt, we will also pay the reasonable and necessary cost of:</p> <ul style="list-style-type: none"> ✓ architect's, engineer's and surveyor's fees ✓ building application fees and legal fees for drawing up the building contract. <p>The most you can claim for this Additional feature is your Building sum insured</p> <p>LESS</p> <p>any amount we agree to pay for accidental loss or damage under any other part of this policy.</p> <p>Common Contents We will pay the reasonable and necessary costs to:</p> <ul style="list-style-type: none"> • store Common Contents during the reasonable time it should take to repair your Building or • dispose of damaged Common Contents. <p>The most you can claim for this Additional feature is your Common Contents sum insured</p> <p>LESS</p> <p>any amount we agree to pay for accidental loss or damage under any other part of this policy.</p>	<p>✗ cover if your sum insured has been used up by any other part of this policy.</p>

Additional features (cont)

Insured	NOT insured
<p>6(a) Temporary accommodation for strata, group, body corporate or community titled buildings</p> <p>This Additional feature only provides cover if you are a body corporate, owners' corporation or a strata company or association of a strata, group, body corporate or community titled building.</p> <p>If a unit in your Building becomes unfit for the unit owner to live in because of loss or damage to your Building by an insured incident, then we will pay the unit owner</p> <ul style="list-style-type: none"> ✓ for the cost of temporary accommodation in a unit of a similar standard <i>for the lesser of:</i> <ul style="list-style-type: none"> • the time the unit remains unfit to live in OR • 12 months. <p>The amount we pay will be based on the weekly market rent value of the unit at the time of the loss or damage.</p> <p>Any savings in the unit owner's usual accommodation costs during the repair period will be deducted from the amount we pay. (For example, if the unit owner is a tenant, we will deduct the amount of any rent that does not have to be paid.)</p> <p>The most that can be claimed for this Additional feature is your Building sum insured</p> <p>LESS</p> <p>any amount we agree to pay for accidental loss or damage under any other part of this policy.</p>	<p>Temporary accommodation costs:</p> <ul style="list-style-type: none"> ✗ beyond the period it should reasonably take to replace or repair your Building so the unit can be lived in again or 12 months (whichever period is shorter) ✗ if no one is living in the unit at the time of the loss or damage ✗ if the unit owner's temporary accommodation costs are free of charge ✗ if your Building is not a strata, group, body corporate or community titled building.

Additional features (cont)

Insured	NOT insured
<p>6(b) Loss of rent</p> <p>If a tenanted unit or residential flat in your Building cannot be lived in because of loss or damage by an incident insured by this policy, then we will pay the unit owner or you</p> <ul style="list-style-type: none"> ✓ the amount of net rent lost* for the reasonable time it should take to repair or replace your Building so it can be lived in again. <p>The most that can be claimed for this Additional feature is your Building sum insured</p> <p>LESS</p> <p>any amount we agree to pay for accidental loss or damage under any other part of this policy.</p> <p>* The amount the unit owner or you receive after deducting any savings in expenses, such as not having to pay managing agent's commission.</p>	<ul style="list-style-type: none"> ✗ cover if your Building sum insured has been used up by any other part of this policy. <p>Loss of rent:</p> <ul style="list-style-type: none"> ✗ beyond the period it should reasonably take to replace or repair your Building so it can be lived in again or 12 months (whichever is shorter) ✗ if the damaged part of your Building was not rented at the time of the loss or damage ✗ if you do not intend to repair or rebuild your Building ✗ if tenants have not paid rent or have vacated premises with rent owing. <p>The claim will be reduced by any amount a unit owner recovers under another insurance policy.</p>
<p>7 Lawns, garden areas, trees, shrubs and plants</p> <p>We will insure:</p> <ul style="list-style-type: none"> ✓ lawns, garden areas, trees, shrubs and plants located on common areas for theft, accidental loss or damage. <p>The most we will pay for all claims made under this Additional feature to cover restoration and replacement is \$500 in any one period of insurance.</p>	<ul style="list-style-type: none"> ✗ the cost to remove the damaged lawns, garden areas, trees, shrubs and plants
<p>8 Replacement of locks</p> <p>This Additional feature only provides cover if you are a body corporate, owner's corporation or a strata company or association of a strata, group, body corporate or community titled building.</p> <p>We will pay the necessary cost of replacing your Building's locks or changing the key codes if:</p> <ul style="list-style-type: none"> ✓ keys or key codes to the common areas of your Building are stolen at the insured address and ✓ the keys or key codes have the address of your Building on them and ✓ this theft is reported to the police <p>The most we will pay is \$1000 for any incident resulting in a claim in any one period of insurance.</p>	<ul style="list-style-type: none"> ✗ replacement of locks or key codes if you do not report the theft to the police ✗ replacement of motor vehicle or motorcycle keys or their locks ✗ replacement of keys or key codes to units ✗ replacement of keys or key codes that were in the possession of a tenant in a unit.

Additional features (cont)

Insured	NOT insured
<p>9 Voluntary Workers Cover for strata, group, body corporate or community titled buildings</p> <p>This Additional feature only provides cover if you are a body corporate, owners' corporation or a strata company or association of a strata, group, body corporate or community titled building.</p> <p>If a voluntary worker is injured or dies in an accident</p> <p>✓ we will pay the voluntary worker benefits shown in the table on the next page if the accident happens:</p> <ul style="list-style-type: none"> • at the insured address and • while the voluntary worker is doing work you agreed to. 	<ul style="list-style-type: none"> ✗ the weekly benefit for voluntary workers shown on the next page, if the voluntary worker's average weekly income is not reduced or lost because of the disability ✗ injury to any employee or contractor of yours ✗ worsening of any injury because the voluntary worker did not seek medical treatment as soon as possible after the accident ✗ death of a voluntary worker if death occurs more than 12 months after the accident that caused it ✗ treatment for any condition or injury that existed before you insured your Building under this policy (a pre-existing condition) ✗ intentional self-injury or suicide ✗ mental illness ✗ hernia ✗ illness ✗ coronary failure or coronary thrombosis (eg. a heart attack). ✗ stroke or cerebral haemorrhage <p>Injury, death or disability caused by:</p> <ul style="list-style-type: none"> ✗ use of alcohol or illegal drugs ✗ childbirth or pregnancy ✗ something eaten or any other digestive ailment

Additional features (cont)

The Benefits for Voluntary Workers Additional feature 9

Injury or Death	The Benefits
<ul style="list-style-type: none"> Death 	\$40,000
Total or permanent loss of sight in: <ul style="list-style-type: none"> both eyes one eye 	\$40,000 \$20,000
Total loss or complete inability to use: <ul style="list-style-type: none"> both hands or both feet one hand and one foot one hand or one foot 	\$40,000 \$40,000 \$20,000
Total and permanent loss of sight in one eye and total loss of effective use of one hand or one foot	\$40,000
Loss of average weekly earnings caused by the voluntary worker not being able to carry out their occupation. Total disability means being unable to carry out any of the usual duties of their occupation. Partial disability means being unable to carry out some, but not all, of the usual duties of their occupation. For weekly earning claims, we will require: <ul style="list-style-type: none"> medical evidence confirming disablement and evidence that weekly earnings have reduced eg. certificate from an employer or accountant. We might also require: <ul style="list-style-type: none"> written authority from the injured person to get their medical or other records an examination of the person by a doctor we choose to give us a report. 	Total disability - we pay the smallest of: <ul style="list-style-type: none"> 100% of average weekly earnings* or \$400 a week. Partial disability - we pay the smallest of: <ul style="list-style-type: none"> 25% of average weekly earnings* or \$100 a week or the amount of earnings lost. We will only pay weekly benefits for up to a total of 104 weeks for all disability caused by each accident. * Average weekly earnings is the voluntary worker's gross weekly wage or salary for the 13 weeks before the accident, divided by 13.
The most we pay for all payments made under this Additional feature is: <ul style="list-style-type: none"> for each incident causing a claim all incidents causing a claim in any one period of insurance. 	\$40,000 \$250,000

Additional features (cont)

Insured	NOT insured
<p>10 Legal Liability cover when you insure your Building under your policy</p> <p>When you insure your Building</p> <ul style="list-style-type: none"> ✓ we cover your legal liability to pay compensation for death, illness or bodily injury to other people or loss or damage to their property resulting from an incident <p><i>which happens:</i></p> <ul style="list-style-type: none"> ✓ at the insured address ✓ in the period of insurance and ✓ in connection with your Building, Common Contents, common areas or the scheme land or your land at the insured address. 	<p>See 'Not insured' in the next section.</p>

The most we will pay under Legal Liability cover

The most we will pay for all claims from any one incident under Legal Liability cover is:

- **\$10 million** and this will be shown as the sum insured for legal liability on your Certificate of Insurance or
- an increased amount, which is shown on your Certificate of Insurance as the sum insured for legal liability.

In addition to the sum insured, we will also pay associated legal costs we have agreed to pay.

Additional features (cont)

Legal liability - what is not insured

See right column for full details	We will not cover legal liability caused by or resulting from:
agreements you entered into	<p>X any agreement or contract you enter into <i>but we will cover your legal liability</i> ✓ if it would have existed with or without any agreement or contract.</p>
aircraft	<p>X using or owning any aircraft.</p>
building, altering or renovating	<p>X building, altering or renovating your Building <i>unless</i> ✓ total costs for this are no more than \$50,000.</p>
buildings, property or land not at the insured address	<p>X you owning, occupying or leasing any building, property or land not at the insured address.</p>
business activity	<p>X any business activity <i>unless this income is from:</i> ✓ the residential tenancy of a unit which is part of your Building or ✓ collection of fees from unit owners.</p>
wrongful acts or omissions of your office bearers	<p>X wrongful acts or omission by any of your office bearers <i>but we will cover</i> ✓ legal liability for death or bodily injury to other people or loss or damage to their property resulting from an incident in connection with your Building, Common Contents, common areas or the scheme land at the insured address.</p>
committing an offence or breaking the law	<p>X you committing or trying to commit an unlawful or criminal offence, such as supplying illegal substances or drugs, assault or malicious damage X you not obeying any Commonwealth, state, territory or local government law, including (but not restricted to) laws relating to:</p> <ul style="list-style-type: none"> • swimming pool fencing and gates • smoke detectors • fire-resisting doors.
deliberate act or lack of action by you	<p>X any deliberate act or deliberate lack of action by you, or by someone acting with your given or implied consent.</p>
disease or illness	<p>X disease caused by asbestos in any form X a disease, illness or sickness, you knowingly spread or failed to take due care to prevent spreading, after you knew about it.</p>

Additional features (cont)

Legal liability - what is not insured

See right column for full details	We will not cover legal liability caused by or resulting from:
death or injury of you, your family or pets	<p>X death or injury of:</p> <ul style="list-style-type: none"> • you or your family • your or your family's pets • anyone who usually lives with you in the Building <p><i>unless</i></p> <ul style="list-style-type: none"> ✓ the person is a boarder or tenant of yours and not you or your family <i>but this will NOT apply</i> ✓ if you are the body corporate, owners corporation, strata or body corporate company or association of the strata, group, body corporate or community titled scheme of the Building insured by your policy.
legal action outside Australia	<p>X legal action or legal claims brought against you, decided or heard in countries outside Australia.</p>
libel or slander	<p>X libel or slander.</p>
caravans and trailers	<p>X using or owning a caravan, mobile home or trailer.</p>
motor vehicles	<p>X using or owning a motorised vehicle which includes any motor vehicle, motorcycle (including a trail motor bike and mini motor bike), motorised go-cart, motorised scooter, motorised bicycle</p> <p><i>but we will still cover legal liability as a result of using</i></p> <ul style="list-style-type: none"> ✓ domestic gardening equipment (eg. a ride-on mower) which did not have to be insured under any compulsory third party insurance laws and was being used legally at the time of any incident.
fines, punitive damages	<p>X fines or awards by courts for aggravated, exemplary or punitive damages.</p>
property you own or property in your legal custody	<p>X damage to property which:</p> <ul style="list-style-type: none"> • you own or • belongs to someone else and is in your physical and legal custody or control.
tree lopping or felling by you	<p>X tree lopping or felling by you, or with your consent, at the insured address.</p>
watercraft	<p>X using or owning any watercraft.</p>
your employees	<p>X death or injury of your employees or damage to their property while they are working for you.</p>

Additional features (cont)

11 Automatic adjustments to the sum insured

When you insure your Building or Common Contents under this policy, we will also provide this Additional feature.

Automatic Adjustment on renewal

When your policy is due for renewal, we will adjust your sum insured to allow for:

- increases in building costs (we will use building industry cost guides as a reference) and
- increases in replacement costs for your common contents

This percentage adjustment is called the automatic adjustment.

Your premium notice at renewal will show the new sum insured and how much you pay.

Note: You do not have to accept the revised sums insured and can ask us to change them at any time. You are responsible for calculating the correct new for old sum insured. If in doubt, ask for advice from a professional valuer or builder. We will not decrease your sum insured without your instructions.

Claims exceeding the sum insured

If the sum insured does not fully cover your Building or Common Contents at the time of any claim, we will:

- + add to the sum insured the Automatic adjustment that applied at the time of the loss or damage and
- subtract from this the amount for any unused period of insurance.

Example: Your Building sum insured does not cover the replacement value of your burnt-out Building after 9 months of cover.

- Automatic adjustment for a full year **4%**
- Period of insurance used up is 9 months (or 3/4 of the year)
- The automatic adjustment for the unused period of insurance (3 months or 1/4 of the year) **1%**
- We increase your sum insured at the time of the claim by **3%**

Optional covers

You can ask us to add one or both of the following optional covers to your policy for an extra premium. Depending on your circumstances, sometimes an option might not be available. We will tell you if this is the case.

If you choose and pay for an option:

- that option will be shown as covered or included on your Certificate of Insurance and
- you will be covered for loss, damage or injury under that option.

Insured	NOT insured
<p>1 Flood damage</p> <p>✓ We will pay for damage to your Building and Common Contents caused by flood happening in the period of insurance.</p> <p>Note: This option is not available in areas where:</p> <ul style="list-style-type: none"> ✗ accurate, historical flood risk information is not available or ✗ the risk of flooding is so high that we are not prepared to offer flood cover as an option. <p>If you want this option, please ask us if it is available and how much the premium would be. If we do not have flood risk information for your address, you will have to get it from a government authority at your own cost, before we can assess this option.</p>	<p>Loss or damage to:</p> <ul style="list-style-type: none"> ✗ a boat pontoon, jetty or marina. ✗ freestanding walls or retaining walls. <p>Loss or damage caused by:</p> <ul style="list-style-type: none"> ✗ deliberate or malicious damage to, or destruction of, a reservoir or dam ✗ water from the sea <i>but we will cover</i> <ul style="list-style-type: none"> ✓ damage caused by a storm surge if it occurs while your Building or Common Contents are also being damaged by flood.

Optional covers (cont)

Insured	NOT insured
<p>2 Office bearer's liability for strata, group, body corporate or community titled buildings</p> <p>This option only provides cover if you are a body corporate, owners' corporation or a strata company or association of a strata, group, body corporate or community titled building.</p> <p>We will cover office bearers for claims:</p> <ul style="list-style-type: none"> • first made against any office bearer in the period of insurance and • notified to us in the period of insurance <p>for any office bearer's legal liability to compensate other unit owners for a wrongful act committed by the office bearer in their role as an office bearer.</p> <p>The most we will pay under this option for all claims made (including legal expenses) in the period of insurance is:</p> <ul style="list-style-type: none"> • \$1,000,000 or • an increased amount, which is shown on your Certificate of Insurance, as the sum insured. 	<ul style="list-style-type: none"> ✗ injury, sickness or death of anyone ✗ circumstances covered under any other part of your policy ✗ an office bearer claiming compensation from another office bearer ✗ you claiming compensation from another office bearer ✗ defamation if you or your office bearers knew the defamatory information was false when it was communicated ✗ deliberate, reckless or malicious wrongful acts or omissions ✗ any wrongful act you or your office bearers were aware of and did not disclose to us when applying for this policy with this option ✗ fines or awards for aggravated, exemplary or punitive damages ✗ claims received by any office bearer which were not notified to us during the period of insurance ✗ receipt of an illegal benefit by an office bearer ✗ any financial guarantee or warranty ✗ any claim made against an office bearer relating to the destruction or damage of documents such as bearer bonds, coupons, bank notes, currency notes and negotiable instruments ✗ wrongful acts or omissions by an office bearer when not performing in their role as your office bearer ✗ legal action or legal claims brought against you or your office bearers outside Australia.

What is not insured under your Building or Common Contents cover

See right column for full details	We do NOT cover the cost of replacing or repairing:
defects or leaks in shower bases, walls or floors	<ul style="list-style-type: none"> X leaks in shower bases or shower walls or floors or loss or damage resulting from this <i>unless</i> this damage is caused by ✓ liquid leaking from pipes within shower walls (not shower floors) or from water containers (Additional feature 2).
other building defects	<ul style="list-style-type: none"> X building defects or faults or fixing building design problems.
mould, rising damp, rust, corrosion or rot	<ul style="list-style-type: none"> X mould, rising damp, rust, corrosion or rot <i>unless</i> this damage is caused by ✓ liquid leaking from a pipe or water container and you were not aware of the leak and it is reasonable that you were not aware of it (Additional feature 2).
wear, tear, rust	<ul style="list-style-type: none"> X wear, tear, rust, fading, gradual deterioration such as (but not limited to): X tile grouting breaking down X weathering of roof tiles or roof ridge capping or X gradual weathering and breakdown of bricks, mortar or concrete.
leaking pipes not causing permanent damage	<ul style="list-style-type: none"> X pipes and water containers that have leaked, or are still leaking but have not caused permanent damage to your Building or Common Contents.
pipes blocked by trees and plants	<ul style="list-style-type: none"> X pipes damaged or blocked by trees, plants or their roots, or plumbing costs to unblock them <i>unless</i> ✓ it is covered under Additional feature 2.
damage by roots of trees and plants	<ul style="list-style-type: none"> X damage caused by the roots of trees, plants or shrubs whether in the ground or not <i>but we will cover</i> damage caused by: ✓ liquid leaking or overflowing from blocked pipes or drains
damage by tenants	<ul style="list-style-type: none"> X damage caused by tenants, people who live with tenants, or people that tenants invite into their units <i>but we will cover damage such people caused accidentally if it is:</i> ✓ fire damage ✓ explosion ✓ impact by a vehicle ✓ breakage of fixed glass and water containers ✓ water leaking or overflowing from pipes or water containers but not if damage is caused by people splashing water from baths, basins and sinks when in use (Additional feature 2).
anything you don't own	<ul style="list-style-type: none"> X any part of the Building or Common Contents that does not belong to you. For a body corporate, owners corporation or strata company or association, this means anything you do not have an insurable interest in.
business activity	<ul style="list-style-type: none"> X any part of your Building used for any business activity <i>but we will cover</i> that part of your Building if the business activity is only: ✓ the residential tenancy of a unit which is part of your Building ✓ parking a trade person's vehicle at the insured address or ✓ using no more than 1 unit in your Building as an administration office.

What is not insured under your Building or Common Contents cover (cont)

See right column for full details	We do NOT cover the cost of replacing or repairing:
storm and flood damage to walls or boat pontoons	<ul style="list-style-type: none"> X freestanding walls, retaining walls, boat pontoons, boat jetties or marinas damaged by: <ul style="list-style-type: none"> • storm • flash flood • rainwater run-off or • flood.
photographs, electronic data and images	<ul style="list-style-type: none"> X electronic data or files that are corrupted, damaged or lost X computer photographs or films or other visual images stored electronically or on any other medium, including hard copies that are corrupted, damaged or lost <i>but we will pay for</i> <ul style="list-style-type: none"> ✓ framed photographs purchased as art from a retailer.
broken tiles around pools and spas	<ul style="list-style-type: none"> X chipped, broken or lifted tiles or surrounds of swimming pools and spas.
hand held glass or scratches in glass	<ul style="list-style-type: none"> X glass items designed to be held in the hand (eg. drinking glasses) X damage that does not go right through the glass (eg. scratches).
mechanical or electrical breakdown	<ul style="list-style-type: none"> X mechanical or electrical breakdown or equipment which fails to operate properly <i>unless</i> <ul style="list-style-type: none"> ✓ it is covered by motor burnout (Additional feature 3). X power surge damage <i>unless</i> it is caused by lightning and you can give us: <ul style="list-style-type: none"> • meteorological evidence that lightning struck in your local area at the time and • evidence from a qualified repairer that lightning was the cause.
scorching with hot objects	<ul style="list-style-type: none"> X damage caused by scorching with hot objects when there has been no flame (eg. placing a hot saucepan on a kitchen bench) <i>but we will pay for</i> <ul style="list-style-type: none"> ✓ fire damage which spreads from this.
cleaning agents	<ul style="list-style-type: none"> X damage caused by the use or application of chemical cleaning agents or abrasive materials.
smoke, ash or soot damage	<ul style="list-style-type: none"> X damage caused by smoke, ash or soot <ul style="list-style-type: none"> • when your Building or Common Contents have not caught fire or • from an incinerator, heater or food cooking process <i>but we will pay for</i> <ul style="list-style-type: none"> ✓ fire and smoke damage caused when a fire spreads from a heater or cooking appliance. X damage caused by cigarette or cigar marks or burns <i>but we will pay for:</i> <ul style="list-style-type: none"> ✓ fire which spreads from these marks or burns to other parts of your Building or Common Contents.

What is not insured under your Building or Common Contents cover (cont)

See right column for full details	We do NOT cover loss or damage to your Building or Common Contents caused by:
flood	<p>X flood <i>but we will cover:</i></p> <ul style="list-style-type: none"> ✓ flash flood ✓ rainwater run-off ✓ flood (if you have chosen and are covered by Option 1) ✓ damage caused by a burst water main or fire hydrant at or near the insured address.
high tide, tidal wave, actions of the sea	<p>X high tide, tidal wave, storm surge or any other sea action <i>but we will cover</i> damage caused by</p> <ul style="list-style-type: none"> ✓ the storm surge if this damage occurs at the same time that flash flood and rainwater run-off also caused damage to your Building or Common Contents ✓ tsunami (see page 8)
water seeping into sides of pools	<p>X rainwater or flash flood penetrating or seeping into the sides of or underneath a swimming pool or spa, causing it to move or change shape.</p>
seepage or underground water	<p>X caused by seepage of water through the earth or underground (hydrostatic) water, such as water pressure causing a swimming pool to pop up or a retaining wall to move or crack <i>but we will cover</i> damage caused by</p> <ul style="list-style-type: none"> ✓ liquid bursting or leaking from a pipe or water container (Additional feature 2).
erosion, subsidence	<p>X erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement <i>but we will cover</i> loss or damage caused by:</p> <ul style="list-style-type: none"> ✓ explosion (except from any nuclear or radioactive cause) ✓ earthquake ✓ bursting, leaking, discharging or overflowing of pipes or water containers (Additional feature 2) ✓ flash flood ✓ rainwater run-off ✓ flood (if you have chosen and are covered by Option 1).

What is not insured under your Building or Common Contents cover (cont)

See right column for full details	We do NOT cover loss or damage to your Building or Common Contents caused by:
failing to take reasonable care	<ul style="list-style-type: none"> X caused by, or as a result of, your failure to take reasonable care of your Building or Common Contents.
defect, structural fault, faulty design	<ul style="list-style-type: none"> X caused by a defect (eg. defective materials or workmanship), structural fault or design fault that you knew about (or should reasonably have known about) and did not fix before the loss or damage occurred. <p>This means that if there are signs that a defect was previously the cause of loss or damage (eg. rain previously leaked into your Building due to a defect and you did not fix it) then we will not pay a later claim for further damage from this defect.</p>
you lopping trees	<ul style="list-style-type: none"> X lopping or felling of trees by you or any other person with your consent.
aircraft shock waves	<ul style="list-style-type: none"> X shock waves caused by aircraft travelling at high speeds (eg. sonic boom).
damage by insects, birds, vermin and animals	<ul style="list-style-type: none"> X insects and vermin (such as termites, rats, rabbits and mice) X birds pecking, biting, scratching, clawing or chewing X animals <p><i>but we will cover</i></p> <ul style="list-style-type: none"> ✓ fire damage they cause. ✓ accidental breakage of fixed glass in windows, doors or other parts of your Building caused by animals or birds.
the first 48 hours of cover for bushfires, storms or floods	<ul style="list-style-type: none"> X a bushfire, storm, flash flood, rainwater run-off or flood occurring within the first 48 hours from the start of this insurance cover <i>unless</i> this policy began on the same day: <ul style="list-style-type: none"> ✓ you became the owner of your Building or, for a strata, group, body corporate or community title building, the date you registered as the body corporate or owner's corporation of your Building or ✓ another damage policy covering your Building or Common Contents expired. If this is the case, we pay up to the sums insured covered under the expired policy. (Any increase in sums insured will not be covered for these incidents in the first 48 hours of cover.) ✓ you have transferred your cover from another insurer and can prove this. If this is the case, we will pay up to the sums insured covered under the transferred policy. (Any increase in sums insured will not be covered for these incidents in the first 48 hours of cover).

What is not insured under your Building or Common Contents cover (cont)

See right column for full details	Other circumstances when loss or damage is NOT covered:
building extensions, alterations or renovations	<p>When your Building's exterior walls or roof are opened up or removed (even if temporarily covered) during building, alterations or renovations, we do not cover:</p> <ul style="list-style-type: none"> X cracking, collapse, subsidence or damage to your Building or Common Contents, fully or partly, because of the building work X damage caused by water entering your Building through openings in the walls or roof or other unfinished parts of your Building or X storm or flash flood damage, malicious damage or vandalism to unfinished parts of the existing Building or new work or X theft by someone who enters or leaves through an open or unfinished wall, roof, door or window (even if they were temporarily secured or covered) or X theft of building materials or fixtures before they are installed or fixed in place, where the cost of replacement exceeds \$500, in total. (See page 14 "The most we will pay in any one insured incident (including GST)"). X legal liability for incidents under Additional feature 10 as a result of building, altering or renovating your Building <ul style="list-style-type: none"> <i>unless</i> ✓ your Building is insured by your policy and the total costs of building, altering or renovating it are no more than \$50,000.
Building is unoccupied for longer than 60 days	<ul style="list-style-type: none"> X We do not pay for loss or damage caused after your entire Building has been unoccupied for longer than 60 consecutive days <ul style="list-style-type: none"> <i>unless</i> ✓ you have told us about this and we have agreed to provide cover. (See page 8.)
not complying with building laws	<ul style="list-style-type: none"> X If your Building does not comply with building laws or regulations which applied at the time your Building was built or altered, we do not cover loss or damage to your Building or Common Contents <ul style="list-style-type: none"> <i>unless</i> ✓ the failure to comply with the building laws and regulations did not cause or contribute to the loss or damage. X We do not pay for costs of complying with building regulations except when we are paying a Building claim. (See page 35.)
consequential losses or costs	<ul style="list-style-type: none"> X We do not pay for losses or costs which result from an insured loss or damage but which are not physical loss or damage to your Building or Common Contents <ul style="list-style-type: none"> <i>but we will cover</i> Additional features: ✓ removal of debris and other costs (Additional feature 5) ✓ loss of rent (Additional feature 6(b)). <p>An example of a loss not covered would be having to pay for alternative parking because your Building's car park was damaged by an insured incident.</p>

What is not covered under any part of your policy

See right column for full details	We do NOT cover loss or damage or liability:
breaking the law	X when you or someone with your knowledge or permission uses any part of your Building for criminal or unlawful purposes.
confiscation or damage by a legal authority	X caused by confiscation, nationalisation, requisition or damage caused by the police, a government authority or someone with the legal authority to do this.
deliberate actions by you	X when you, or anyone acting with your given or implied consent, deliberately causes or deliberately contributes to loss, damage or legal liability.
revolution or war	X caused by revolution, war (whether war is declared or not) or other acts of foreign enemy or military coup, or looting or rioting following these incidents.
biological, chemical, other pollutant or contaminant	<p>X caused by any biological, bacterial, viral, germ, chemical or poisonous pollutant or contaminant or any looting or rioting following these incidents <i>but we will cover</i></p> <ul style="list-style-type: none"> ✓ damage caused by smoke damage when we have paid a claim for fire damage to your Building or Common Contents ✓ your legal liability under (Additional feature 10 Legal Liability) caused by your use of pesticides or herbicides at the insured address.
radioactivity	X caused by radioactivity or the use, existence or escape of nuclear fuel, nuclear material or waste, or action of nuclear fission including detonation of any nuclear device or nuclear weapon or any looting or rioting following these incidents.
flood caused by deliberate damage to a reservoir or dam	X flood damage caused by deliberate or malicious damage to, or destruction of, a reservoir or dam.

How claims are paid

Your Building and Common Contents claims

If we agree to pay a claim for accidental loss or damage or theft to your Building or Common Contents, we will decide if we will:

- ✓ repair damage new for old or
- ✓ replace your Building or Common Contents new for old or
- ✓ pay what it would cost us to repair or replace your Building or Common Contents new for old.

If the sum insured is not enough to cover repairing or replacing your Building or Common Contents new for old, we will pay you the sum insured. (See page 8.)

We will not:

- ✗ pay extra to repair or replace an item to a better standard, specification or quality than it was before the loss or damage
- ✗ fix a fault that existed before the loss or damage occurred
- ✗ pay to replace undamaged parts of your Building or Common Contents to create a uniform appearance *except for*
 - the necessary repair or replacement of these items when they are in the same room, hallway or passageway where the damage occurred:
 - ✓ paint, wallpaper or wall coverings
 - ✓ internal blinds
 - ✓ carpets or other floor coverings.

GST and Input Tax Credits

When we calculate a payment to you for your claim, we can reduce it by any input tax credits you are, or would be, entitled to receive.

When requested tell us what your entitlement to Input Tax Credit (ITC) is for your insurance premium. This only applies if you are registered or required to be registered for Goods and Services Tax (GST) purposes. If you incorrectly advise us of your ITC we will not cover you for any resulting fines, penalties or tax charges that you may be liable for.

How claims are paid (cont)

Building claims

- When repairing or replacing damaged parts of your Building, we will pay the extra cost of making these parts comply with any changes to building laws or regulations that became law after your Building was originally built or altered.
- If your Building is totally destroyed by an insured incident, you can rebuild it on another site if:
 - we agree to this and
 - you pay any extra costs involved.
- If your Building was going to be demolished or was subject to a demolition order before loss or damage occurred, we will not pay more than its demolition value.
- If we choose to pay what it would cost us to repair or replace a damaged unit and a mortgagee noted on your Certificate of Insurance has an insurable interest in that unit, we can pay the amount of the claim to the mortgagee. If the amount of the claim exceeds the amount owing on the unit's mortgage, we will pay the balance to you or the unit owner.

Common Contents claims

If you do not want to replace or repair an item, we will pay you what it would have cost us to repair or replace the item, but only if we agree to this.

- If an item is part of a pair, set, collection or suite of furniture or setting, we will only pay for repair or replacement of the lost, stolen or damaged part.
- We can take and keep any recovered or salvaged item and sell it and keep the proceeds after we have replaced the item or paid you for it.

We will not pay:

- ✗ to replace undamaged parts or for any decrease in the value of a pair, set, collection, furniture suite or setting
- ✗ the cost of rewriting lost or damaged files or records on computers or any other electronic media
- ✗ for replacing photographic images on films, photographs, videos or any other media that stores or reproduces images or photographs
but we will still pay for
 - ✓ framed photographs purchased as art from a retail outlet.

How claims are paid (cont)

Legal liability or office bearer's liability claims

In this section '**plaintiff**' means the person or entity making a claim against you or your office bearers.

If we agree that the circumstances of an incident are insured under legal liability (Additional feature 10) or office bearer's liability (Option 2) of your policy, we will decide if we will:

- defend the claim on your behalf or
- negotiate with the plaintiff and pay you or the plaintiff.

If we have legal advice that the sum insured will not be enough to fully compensate the plaintiff's claim and we think a court is likely to award more than this amount, we can pay the sum insured to you (plus associated legal costs that we have agreed to at the time we pay you) or your office bearer (for claims under Option 2 Office bearer's liability) and let you or your office bearer settle the claim. If we do this and the final payment is less than the amount we paid you, you must refund us the difference.

Making a claim

What you must do if there is an incident that could lead to a claim

If you suffer loss or damage, or there is an accident you must:

- ✓ call us as soon as possible and tell us what happened – we're available **24 hours** a day
- ✓ do everything you can to prevent further loss, damage or liability
- ✓ immediately report loss or damage from theft, arson, or any other illegal act to the police and give us the name of the police officer, station reported to and date reported
- ✓ give us any information and help we need to handle the claim (eg. receipts, reports, documents, surveys or valuations, or any other relevant information).
- ✓ tell us about any entitlement you have under a warranty or guarantee for any claimed items (eg. for a burnt out pool pump motor, you must tell us about any warranty or guarantee which might fully or partly cover the pump).
- ✓ let us enter your Building to investigate the cause of the loss or damage
- ✓ give us reasonable evidence of value for your Building or Common Contents if we ask for this. (eg. valuations, receipts).
- ✓ immediately send us any correspondence or demands received about any legal liability matter
- ✓ tell us about any incident or wrongful act that may result in a legal liability or office bearer's claim for compensation
- ✓ immediately tell us about any pending court actions or offers of settlement arising from legal liability accidents or claims

Making a claim (cont)

What you must NOT do if there is an incident that could lead to a claim

If you suffer loss or damage or an accident occurs, you must NOT:

- ✗ get rid of damaged goods or property before we have had the opportunity to look at it
- ✗ carry out or authorise repairs without our consent except for emergency repairs up to **\$1,000** (Additional feature 1)
- ✗ wash or clean or remove debris from any area damaged by fire, unless we agree
- ✗ admit liability to anyone else unless we agree
- ✗ negotiate, pay or settle a claim with anyone else unless we agree.

If you do not comply with all these conditions, we can reduce or refuse the claim.

If you make a claim which is covered under this policy, we can decide to:

- defend you or your office bearers, settle any claim against you or your office bearers, or represent you or your office bearers at an inquest or official enquiry
- take legal action in your name to recover money from the person or entity who caused loss, damage or liability.

If we decide to defend you or your office bearers, settle any claim against you or your office bearers, represent you or your office bearers, or try to recover money from a person or entity who caused the loss or damage, you and your office bearers must give us all the help we need, including help after your claim has been settled.

Excess

Excess is the amount you might have to pay for each incident if you make a claim. You might have to pay more than one excess. If so, you pay the basic excess and any additional excess shown on your Certificate of Insurance plus:

- the water damage excess (for claims caused by leaking or burst pipes or water containers)
- the earthquake excess (for claims caused by earthquake).

The amount and type of any excess that applies is shown on your Certificate of Insurance.

The excess is deducted from the amount of cover provided by your policy.

We will decide if you pay the excess to us (when we ask for it) or to a supplier or repairer.

We can also choose to deduct the excess from the amount we pay you.

Complaints resolution

If you have a complaint concerning this product or our services, please tell the people who provided your initial service. Or you can:

- phone us on 1800 689 762 (FREE CALL)
- fax us on 1300 767 337
- write to us at Reply Paid 1453 Customer Relations Unit RE058
GPO Box 1453 BRISBANE QLD 4001 or
- email us on customer.relations@suncorp.com.au

We will try to settle your complaint within 1 working day. If we can't, we will tell you within 3 working days that we have received your complaint and will try to settle it within 21 days. For more information on our complaints handling process, please contact us.

If you are dissatisfied with our decision or the way we handled your complaint, please let us know. Otherwise, you can contact the Insurance Ombudsman Service. You need to do this within 3 months of receiving our final decision.

You can contact the Insurance Ombudsman Service by:

- phoning 1300 780 808 for the cost of a local call
- writing to PO Box 561 Collins Street West
Melbourne Victoria 8007
- faxing (03) 9621 2060 or
- visiting www.insuranceombudsman.com.au

The Insurance Ombudsman Service provides a free service and is a totally independent and impartial body. They will tell you if they can help you, as their services are not available to all customers. If you want more information on the Insurance Ombudsman Service, please ask us for a brochure.

General Insurance Code of Practice

We support and adhere to the General Insurance Code of Practice. You can get a copy of the Code from the Insurance Council of Australia website (www.ica.com.au) or by phoning **(02) 9253 5100**.

Your Premium

The premium is the amount we charge you for this insurance policy. This amount depends on the type of cover and options you choose, and other factors outlined below.

Ask us for a quote for the cover you want. If you decide to buy Residential Property insurance from us, the amount payable will also include GST and other government charges (such as stamp duty) and Fire Services Levy if applicable.

For new policies, the amount payable will be shown on your premium notice.

For renewals, the amount payable will be shown on the renewal notice we send you before we issue your renewal policy.

If the information you gave us to obtain a quote or to renew a policy, changes before you pay your premium, you must advise us because changes may affect our decision to insure you or the amount of your premium and your excess.

We might advertise special offers and benefits from time to time. If we have a special offer available that is not in this PDS, we can give you a separate terms and conditions brochure about the offer if you ask. The offers might be short term and we can withdraw them at any time.

Your Premium (cont)

How we calculate Premiums

We calculate the total premium to be collected from policy holders by considering:

- 1) the cost of current and future claims and
- 2) our business expenses, including administration costs and profit margins.

The premium paid by you is calculated using a wide range of factors called rating factors. The following table shows the main rating factors and how they can affect your premium.

Rating Factor	Lower Premium	Higher Premium
The postcode, suburb or location of your property	A low risk area for natural perils and thefts	A high risk area for natural perils and thefts
The sum you are insured for	Low sum insured	High sum insured
What your property is constructed from	Brick walls, tile roofing	Fibro/timber walls and fibro roofing
Your real property title	Body Corporate	Non Body Corporate
The age of your property	New property	Old property
The number of units or flats in your property	Small number of units or flats	High number of units or flats
The level of excess you choose to pay	With excess	No excess
The level of Legal Liability you choose	Lower limit	Higher limit
The options you choose	Cover without optional covers	Cover with optional covers added

Why the cost of insurance can change

Each time you renew your insurance your premium is likely to change, even if your personal circumstances have not changed. This is because premiums are affected by factors including:

- The cost of claims we have paid to other customers
- The cost of claims we expect to pay in the future
- Any changes in government taxes or charges
- Our expenses of doing business

Other costs, fees and charges

The costs, fees and charges that you might have to pay are listed in the table below.

type of cost, fee or charge	details
Cancellation fees If you cancel your cover in the period of insurance, we can charge a fee. We will not charge a fee if: <ul style="list-style-type: none">• you cancel the cover within the cooling off period or• we cancel the cover for any reason	<p>The amount of the fee is \$30 (plus relevant government charges) for each Building or Common Contents cover cancelled.</p> <p>The most we will charge is \$60 (plus relevant government charges) if you cancel a policy covering more than 2 covers.</p> <p>This fee is deducted from any refund we send you. If the refund is less than the fee, a refund will not be issued.</p>
Excess	<p>The amount you might have to pay for each event if you make a claim. You might have to pay more than one type of excess. If you must pay an excess, the amount will be shown on your Certificate of Insurance.</p>



Who we are

This Residential Property Insurance is issued by
Suncorp Metway Insurance Limited
ABN 83 075 695 966.
AFSL No. 229869
Level 18 Suncorp Centre
36 Wickham Terrace
Brisbane QLD 4000

How to contact us

- Phone us 24 hours a day - every day.
- For questions or to change your details 13 11 55.
- For claims 13 25 24.
- Come into one of our branches.
- Find us on the web at www.suncorp.com.au

05314 20/06/06 A
PDS dated 1 June, 2006
PDS active 21 August, 2006