

# Your

Product Disclosure Statement  
and Insurance Policy



In arranging this insurance QT Mutual Bank Ltd  
ABN 83 087 651 054 AFSL No. 241195  
is acting pursuant to an agreement with  
the Insurer<sup>1</sup>.

<sup>1</sup>Insurer details - see inside back cover.

## first choice

home insurance product  
disclosure statement and policy

# first choice home



Preparation date: 01/08/2006

Insurer: **CGU Insurance Limited**  
ABN 27 004 478 371  
AFS Licence No. 238291

# contents

This Product Disclosure Statement (PDS) has been designed to help you get the most out of your policy.

Use the contents pages and topic index to help find what you are looking for. Important tasks such as taking out insurance or making a claim are explained in easy to follow steps. And we have included a glossary of words with a special meaning.

When you take out an insurance policy with us, the cover we agree to provide you is set out in your current schedule, and described in this PDS, as well as any Supplementary PDS we may issue. Together, they make up the terms and conditions of your insurance contract with us. Read them carefully and store them together in a safe place.

If you need more information about this PDS, please contact us or your insurance adviser.

About this insurance	3
What this policy covers	4-5
Exclusions to your cover	35
Your responsibilities to us	41
Our commitment to you	45
How to take out insurance	49
How to make a claim	53
How to resolve a complaint or dispute	60
Glossary of words with a special meaning	61
Index	65
Contact us	BACK COVER

## First Choice Home Insurance

First Choice Home Insurance allows you to choose from two types of insurance cover: Listed Events or Accidental Damage.

- Listed Events provides cover for loss or damage to your buildings or contents as a result of the incidents listed on pages 12 to 17.
- Accidental Damage provides even greater cover than Listed Events. It also covers accidental loss or damage, plus a range of incidents listed on pages 17 to 20 under specific conditions.

The type of insurance cover you have chosen will be listed on your current schedule.

First Choice Home Insurance also provides a range of additional covers and cover for your legal liability.

You can choose to take out a buildings policy, a contents policy, or a combined buildings and contents policy.

You can also add options to your policy for domestic workers' compensation, strata title mortgagee protection, or to extend your valuables cover.

Your buildings or contents will be covered up to the sum insured, as listed on your current schedule.

To find out what this policy covers, see next page ►

For exclusions to this cover, see page 35 ►

## Listed Events

<b>Buildings we will cover</b>	<b>6</b>
<b>What we will pay for buildings</b>	<b>6</b>
<b>Contents we will cover</b>	<b>6-8</b>
<b>What we will pay for contents</b>	<b>8-10</b>
<b>Where your contents are covered</b>	<b>10-11</b>
<b>Listed Events cover</b>	<b>12</b>
Accidental breakage	13
Burglary or break-in	13
Burning out of an electric motor	13
Deliberate or intentional acts	13
Earthquake or tsunami	13
Fire or explosion	14
Impact damage	14
Landslide or subsidence	15
Lightning or thunderbolt	15
Riots or civil commotion	15
Storm, rainwater or wind	15-16
Theft or attempted theft	16
Vandalism or a malicious act	16
Water or liquid damage	17
<b>Liability cover included in this insurance</b>	<b>29-31</b>
Liability cover - general	29-30
Liability cover - when your buildings are a total loss	30
Liability cover - for committee members	31
<b>Optional cover you can add to your policy</b>	<b>31</b>
Domestic Workers' Compensation	31-32
Other Valuables	32-33
Special Valuables	33-34
Strata Title Mortgagee Protection	34

## Accidental Damage

<b>Buildings we will cover</b>	<b>6</b>
<b>What we will pay for buildings</b>	<b>6</b>
<b>Contents we will cover</b>	<b>6-8</b>
<b>What we will pay for contents</b>	<b>8-10</b>
<b>Where your contents are covered</b>	<b>10-11</b>
<b>Accidental Damage cover</b>	<b>17</b>

<b>Incident cover provided under specific conditions</b>	<b>17</b>
Burning out of an electric motor	17
Fire or explosion	18
Landslide or subsidence	18
Storm, rainwater or wind	18-19
Theft or attempted theft	19
Water or liquid damage	20
<b>Liability cover included in this insurance</b>	<b>29-31</b>
Liability cover - general	29-30
Liability cover - when your buildings are a total loss	30
Liability cover - for committee members	31
<b>Optional cover you can add to your policy</b>	<b>31</b>
Domestic Workers' Compensation	31-32
Other Valuables	32-33
Special Valuables	33-34
Strata Title Mortgagee Protection	34

## Additional cover included under Listed Events and Accidental Damage

Accounting fees for a tax audit	21
Alternative accommodation	21-22
Contents in a commercial storage facility	22
Contents in transit	23
Credit card and transaction card misuse	23
Debris removal and demolishing	23
Document damage	24
Employees' belongings	24
Frozen food	24
Funeral expenses	24
Guests' and visitors' belongings	25
Legal costs in Australia	25-26
Modifications to your buildings	26
Mortgagee discharge costs	26
Rebuilding fees	26
Replacing keys and repairs to, and re-coding of locks and barrels	27
Sale of your home	27
Security firm to monitor your home	27
Storage costs	28
Sum insured	28
Trees, plants and shrubs replacement	28
Veterinary expenses	29

---

## Buildings we will cover

We will cover residential buildings, their fixtures and fittings and any structural improvements at your home.

### Your buildings include

- residential buildings that you live in, including any professional offices or surgeries in those buildings
- domestic outbuildings
- fixed coverings to walls, floors and ceilings
  - these do NOT include fixed carpets, curtains or internal blinds
- infrastructure for services, including infrastructure for the supply of electricity, gas, water, internet and telephone
- items built in, fixed to, or on the buildings
- blinds or awnings on the outside of the buildings
- anything permanently built, constructed or installed on your property for domestic purposes.

### Your buildings do NOT include

- buildings that a tenant is liable for under the terms of a rental agreement
- plants, shrubs, trees or grass, **unless**
  - we are covering these under 'Trees, plants and shrubs replacement'.

*For Trees, plants and shrubs replacement, see page 28 ►*

---

## What we will pay for buildings

We will cover your buildings up to the sum insured, as listed on your schedule.

---

## Contents we will cover

We will cover household goods or personal effects not fixed or fitted to buildings that you own or are legally responsible for.

---

### Your contents include

- accessories and spare parts for motor vehicles, motorcycles, mini bikes, caravans, trailers and watercraft, that are not in, or on them
- items thinly covered with gold or silver that are not jewellery or watches
- carpets, curtains or internal blinds
- film, slides and prints, **however**
  - we will only pay the value of these items as unprocessed material, and the cost of processing them
  - if you purchased them already processed we will only pay their replacement value
  - we will not pay the costs of recreating any event
- tapes, cassettes, cartridges and discs, **however**
  - we will only pay the value of these items when blank unless they were pre-recorded when you purchased them
- computer software
- media purchased online, e.g. music, software, and videos
- landlords' fixtures and fittings that you are liable for under the terms of a rental agreement, **unless**
  - the body corporate or similar body has insured them
- fixtures and fittings that you have installed for your own use if you are a tenant, or the owner of a strata title unit, **unless**
  - the body corporate or similar body has insured them
- goods you use to earn an income at your home, **however**
  - goods do NOT include office and surgery equipment
- office and surgery equipment that you use to earn an income at your home
- unregistered motorised golf buggies, ride-on mowers and wheelchairs
- unregistered motorcycles or mini-bikes up to 125 cc that do not require registration by law, **unless**
  - they are being used for racing or pacemaking
- money and negotiable documents
- watercraft less than four metres long that is not powered by a motor, or is powered by a motor less than 10 hp
- valuable items as listed below
  - jewellery and watches
  - items that contain gold or silver (this does not include items thinly covered with gold or silver)
  - furs
  - collections of stamps, money or medals

Continued next page ►

continued... Contents we will cover

- battery-powered items as listed below
  - ~ audio visual equipment
  - ~ camera equipment, including accessories and unprocessed film, **unless** they are being used underwater, or to earn your income
  - ~ electronic diaries
  - ~ GPS
  - ~ mobile or portable phones
  - ~ portable computers
- sporting equipment, unless it is being used.

You can increase the level of cover for valuable items by choosing the Other Valuables or Special Valuables option.

For a description of the *Other Valuables* and *Special Valuables* options, see pages 32-34 ►

#### Your contents do NOT include

- unset precious/semi-precious stones
- plants and trees growing outdoors, **unless**
  - they are growing in pots or tubs
- animals, including birds and fish
- pedal cycles while they are used for racing or pacemaking
- motor vehicles, caravans, trailers or aircraft other than model or toy aircraft
- registered motorcycles or mini-bikes
- unregistered motorcycles or mini-bikes over 125cc
- watercraft more than four metres long
- watercraft less than four metres long that is powered by a motor of more than 10hp
- jet skis.

## What we will pay for contents

There are set maximum amounts that we will pay when you make a claim. These amounts are listed on the following table and are included in your contents sum insured.

Continued next page ►

	THE MOST WE WILL PAY
<b>CONTENTS</b>	up to the contents sum insured as listed on your schedule (inclusive of GST) in total
<b>any content item, pair, set, collection or system of contents items</b>	\$20,000 (inclusive of GST) per item, pair, set, collection or system
<b>office and surgery equipment</b> - includes all battery-powered items, <i>see below</i> ▼	\$10,000 (inclusive of GST) in total
<b>goods you use for earning your income in your buildings</b>	\$5,000 (inclusive of GST) in total
<b>money and negotiable documents</b>	
<b>under Listed Events</b>	\$750 (inclusive of GST) in total
<b>under Accidental Damage</b>	\$1,250 (inclusive of GST) in total
<b>watercraft less than 4 metres long that is not powered by a motor, or is powered by a motor less than 10 HP</b>	\$5,000 (inclusive of GST) in total
<b>accessories and spare parts for motor vehicles, motorcycles, mini-bikes, caravans, trailers and watercraft</b>	\$750 (inclusive of GST) in total
<b>VALUABLE ITEMS INCLUDED IN CONTENTS</b>	
<b>under Listed Events</b>	up to 20% of the contents sum insured as listed on your schedule, or up to \$5,000 (inclusive of GST), whichever is higher - this amount is included in your contents sum insured
<b>under Accidental Damage</b>	up to 20% of the contents sum insured as listed on your schedule, or up to \$7,500 (inclusive of GST), whichever is higher - this amount is included in your contents sum insured
<b>any one item, pair, set, collection or system of valuables other than sporting equipment</b>	\$2,500 (inclusive of GST) per item, pair, set, collection or system
<b>battery-powered items</b>	\$2,500 (inclusive of GST) per item
<b>any one item, pair, set, collection or system of sporting equipment</b>	\$3,000 (inclusive of GST) per item, pair, set, collection or system

continued... What we will pay for contents

### Nominating the amount we will pay for contents

When you take out a contents policy, you must nominate the replacement value of your contents at today's prices. This is called your 'sum insured' and is listed on your schedule.

### Increasing the amount we will pay for contents excluding valuable items

You can increase the maximum amount we will pay for any content item, pair, set, collection or system by nominating an amount that is higher than \$20,000. Your contents will be listed on your schedule as 'special contents'.

### Increasing the amount we will pay for valuables

You can increase the total amount we will pay for your valuables by adding the Other Valuables option to your policy. This amount is in addition to your contents sum insured.

You can increase the maximum amount we will pay for an individual valuable item by adding the Special Valuables option to your policy. This amount is in addition to your contents sum insured.

For a description of the *Other Valuables* and *Special Valuables* options, see page 37 ►

## Where your contents are covered

Your contents are covered at your home.  
Your contents are also covered away from your home, anywhere in Australia.

### Contents – at your home – at your home in the open air

We will cover your contents at your home for loss or damage as a result of an incident we have agreed to cover.

Under Listed Events, if your contents are at your home in the open air (not in a building that is fully enclosed) and they suffer loss or damage as a result of

- storm, rainwater or wind, or
- theft or attempted theft

the most we will pay is up to \$2,000 (inclusive of GST) in total. This limit does not apply to swimming pools, saunas or spas, or their accessories.

### Contents – away from your home

We will cover your contents away from your home, for loss or damage as a result of an incident we have agreed to cover. Under Listed Events, we will cover your contents anywhere in Australia. Under Accidental Damage, we will cover your contents anywhere in Australia and New Zealand.

We will NOT cover

- accessories and spare parts for motor vehicles, motorcycles, mini-bikes, caravans, trailers and watercraft
- goods you use for earning an income
- office and surgery equipment you use for earning your income while they are away from your home.

We will NOT cover your contents if they

- have been away from your home for more than 90 consecutive days, **unless** – the contents are sporting equipment stored within a club room
- have been removed permanently from your home by you, **unless** – we have agreed to cover them
- are on the way to, or from, or are in a commercial storage facility, or in transit during a permanent removal, **unless** – we have agreed to cover them under 'Contents in transit' or 'Contents in a commercial storage facility'.

Under Listed Events, we will ONLY cover your contents for loss or damage as a result of storm, 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.

Under Listed Events we will NOT cover

- your contents for theft while they are away from your home, **unless** – they are sporting equipment locked in a clubroom.
- your contents for loss or damage as a result of storm, rainwater, wind, or impact by a vehicle if they are in a tent, vehicle, caravan, trailer, aircraft, or watercraft.

## Listed Events cover

If you have chosen Listed Events Home Insurance, we will cover your buildings or contents for loss or damage as a result of the incidents listed on pages 12 to 17.

If you make a claim, you will need to pay any excesses that apply - you will only need to pay this amount once. Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 35 ►

### Accidental breakage

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage when an item is chipped or fractured through its entire thickness.

If you have insured your buildings, we will cover any

- fixed glass in your buildings, **including** - any window tinting or shatter proofing material attached to the glass
- fixed shower bases, basins, sinks, spas, baths and toilets.

If you have insured your contents, we will cover any

- mirrors, glassware, crystal, crockery, **unless** - they are damaged while being used, cleaned or carried by hand
- glass in furniture, **however** - we will not cover glass that is part of a television, or a computer screen or monitor.

If you have insured your contents and live in a rental building, we will cover accidental breakage of fixed shower bases, basins, sinks, spas, baths and toilets, **however**

- this only applies when your rental agreement makes you responsible for these items.

### Burglary or break-in

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of a burglary or break-in, or an attempted burglary or break-in.

We will NOT cover loss or damage as a result of a burglary or break-in by a tenant.

The burglary or break-in, or attempted burglary or break-in, must be reported to the Police.

### Burning out of an electric motor

BUILDINGS  
CONTENTS

Under Listed Events, we will cover the cost to repair or replace your electric motor if it burns out or fuses.

We will ONLY do this if your electric motor is 15 years old or less.

### Deliberate or intentional acts

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of a deliberate and intentional act.

We will NOT cover loss or damage as result of a deliberate or intentional act by a tenant.

### Earthquake or tsunami

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of an earthquake or tsunami.

You must pay an additional excess of \$250.

We will only cover loss or damage as a result of an earthquake if the loss or damage occurs within 72 hours of the earthquake.

continued... incidents covered under Listed Events

## Fire or explosion

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of a fire or an explosion.

We will NOT cover loss or damage caused by a bushfire or grassfire within 48 hours of the start date of your policy, **unless**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

## Impact damage

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of an impact.

We will ONLY cover loss or damage caused by the impact of

- an aircraft, spacecraft or satellite, or - anything dropped from them
- a falling television or radio antenna mast or dish
- vehicles or watercraft
- an animal or bird that is not kept at your home, **unless**
  - the loss or damage is caused by any animal or bird eating, chewing clawing or pecking
- a falling tree or part of a tree, **unless**
  - the damage is caused when you, or someone else acting on your behalf, cuts down or removes branches from a tree.

We also pay the cost of removing and disposing of the fallen tree or parts.

## Landslide or subsidence

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of a landslide or subsidence.

We will ONLY do this if the loss or damage occurs within 72 hours of

- an earthquake or explosion
- a storm, including rainwater or wind, or
- liquid escaping from a fixed pipe, or an object attached to a pipe, fixed gutter, fixed tank or a drain.

## Lightning or thunderbolt

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of a lightning or thunderbolt.

## Riots or civil commotion

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of riots, civil commotion, or industrial or political disturbances.

## Storm, rainwater or wind

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of storm, rainwater or wind.

We will NOT cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

Continued next page ►

continued... incidents covered under Listed Events

continued...  
Storm,  
rainwater  
or wind

We will NOT cover

- swimming pool covers, **including**
  - solar covers and plastic liners
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, **unless**
  - they have been installed and constructed according to the manufacturer's specifications
- free-standing gates, fences or walls that are made of timber and are more than 15 years old.

## Theft or attempted theft

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of theft or attempted theft.

We will **ONLY** cover theft of money or negotiable documents when force is used by someone to enter your buildings.

We will **NOT** cover your buildings or contents for loss or damage as a result of

- theft from any part of the buildings which you share with another person who is not insured under this policy
- theft by a tenant.

The theft or attempted theft must be reported to the Police.

## Vandalism or a malicious act

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of vandalism or a malicious act.

We will **NOT** cover loss or damage as a result of vandalism or a malicious act by a tenant.

## Water or liquid damage

BUILDINGS  
CONTENTS

Under Listed Events, we will cover your buildings or contents for loss or damage caused by water or liquid. We will also cover the cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.

We will **ONLY** cover loss or damage caused by water or liquid escaping from

- a fixed pipe or an object 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 washing machine or dishwasher
- an aquarium
- a waterbed.

We will **NOT** cover the cost of repairing the item that caused the escape of water or liquid.

## Accidental Damage cover

If you have chosen Accidental Damage Home Insurance, we will cover your buildings or contents for any accidental loss or damage.

There are also a number of incidents we will cover under specific conditions. These are listed on pages 17 to 20.

If you make a claim, you must pay any excesses that apply - you will only need to pay this amount once.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 35 ►

## Incident cover provided under specific conditions

### Burning out of an electric motor

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover the cost to repair or replace your electric motor if it burns out or fuses.

We will **ONLY** do this if your electric motor is 15 years old or less.

continued... incidents covered under Accidental Damage with specific conditions

## Fire or explosion

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover your buildings or contents for loss or damage as a result of a fire or an explosion.

We will NOT cover loss or damage caused by a bushfire or grassfire within 48 hours of the start date of your policy, **unless**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

## Landslide or subsidence

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover your buildings or contents for loss or damage as a result of a landslide or subsidence.

We will ONLY do this if the loss or damage occurs within 72 hours of

- an earthquake or explosion
- a storm, including rainwater or wind, **or**
- liquid escaping from a fixed pipe, or an object attached to a pipe, fixed gutter, fixed tank or a drain.

## Storm, rainwater or wind

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover your buildings or contents for loss or damage as a result of storm, rainwater or wind.

We will NOT cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover.

continued...  
Storm,  
rainwater  
or wind

- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will NOT cover

- swimming pool covers, **including**
  - solar covers and plastic liners
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, **unless**
  - they have been installed and constructed according to the manufacturer's specifications
- free-standing gates, fences or walls that are made of timber and are more than 15 years old.

## Theft or attempted theft

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover your buildings or contents for loss or damage as a result of theft or attempted theft.

We will NOT cover your buildings or contents for loss or damage as a result of

- theft from any part of the buildings which you share with another person who is not insured under this policy
- theft by a tenant.

The theft or attempted theft must be reported to the Police.

Continued ►

continued... incidents covered under Accidental Damage with specific conditions

## Water or liquid damage

BUILDINGS  
CONTENTS

Under Accidental Damage, we will cover your buildings or contents for loss or damage caused by water or liquid. We will also cover the cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.

We will NOT cover your buildings or contents for loss or damage caused by

- flood
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under 'Landslide or subsidence'
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.

We will NOT cover the cost of repairing the item that caused the escape of water or liquid.

The amount we will pay for these covers is in addition to the sum insured, as listed on your schedule.

If you make a claim for an additional cover, you will not need to pay an excess.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 35 ►

## Accounting fees for a tax audit

CONTENTS

If your personal financial affairs are audited by the Federal Commissioner of Taxation, we will cover any accountant's fees that you must pay as a result, up to \$5,000 (inclusive of GST) during your period of insurance.

You must advise us of any such audit.

We will NOT cover claims for

- any audit that relates to a criminal prosecution
- fees where the final assessment of your taxable income for the period being audited is 20 per cent higher than your original declaration
- fees for work performed outside the time limits allowed by the Federal Commissioner of Taxation
- any fines, penalties or adjustments of taxation.

## Additional cover included under Listed Events and Accidental Damage

Accidental Damage Home Insurance and Listed Events Home Insurance include a range of covers we refer to as 'additional cover'. These covers are listed on the following pages. The additional cover we provide depends on whether you have a buildings policy, contents policy or a combined buildings and contents policy.

Continued ►

## Alternative accommodation

BUILDINGS  
CONTENTS

If your buildings or contents suffer loss or damage and you are unable to live in your home as a result, we will cover the costs of alternative accommodation for up to 12 months.

The loss or damage must occur as a result of an incident we have agreed to cover.

If you have buildings insurance we will

- pay an amount that is equal to the weekly rental value of your buildings before the incident occurred
- pay the reasonable costs of alternative accommodation for your pets up to 10 per cent of the buildings sum insured, as listed on your schedule.

Continued next page ►

continued... Additional cover included in this insurance

### continued... Alternative accommodation

We will NOT cover this, or we will reduce the amount we pay if

- you receive any payment for rent from another source
- you do not need to pay for alternative accommodation.

If you have contents insurance, we will pay the reasonable costs of alternative accommodation, up to 10 per cent of the contents sum insured, as listed on your schedule.

We will NOT cover this, or we will reduce the amount we pay if

- we have paid you for rent following loss or damage to your buildings
- you receive any payment for rent or accommodation from another source
- you do not need to pay for alternative accommodation.

### Contents in a commercial storage facility

#### CONTENTS

We will cover your contents for loss or damage whilst they are in a commercial storage facility in Australia up to the total contents sum insured, as listed on your schedule.

You must tell us that your contents are in a commercial storage facility before they are put into storage and we must have agreed to cover them.

If we agree to cover your contents in a commercial storage facility, it will be listed on your schedule.

We will ONLY cover your contents if the loss or damage occurs as a result of an incident we have agreed to cover.

We will NOT cover jewellery, money or negotiable documents.

### Contents in transit

#### CONTENTS

We will cover your contents for loss or damage whilst they are being transported by a vehicle to your home, or to a commercial storage facility within Australia, up to \$10,000 (inclusive of GST) during your period of insurance.

We will ONLY cover your contents if there is a theft following violent or forceable entry, or loss or damage occurs as a result of fire, collision or overturning of the vehicle that is transporting your contents.

We will NOT cover loss or damage

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

### Credit card and transaction card misuse

#### CONTENTS

If your credit cards or financial transaction cards are

- misused after they are stolen, **or**
  - fraudulently used on the internet
- we will pay the financial institutions that issued them, up to \$5,000 (inclusive of GST).

We will ONLY cover this if you have complied with the terms on which the credit cards or financial transaction cards were issued.

Under Accidental Damage, we will also pay if your credit cards or financial transaction cards are lost.

### Debris removal and demolishing

#### BUILDINGS CONTENTS

We will cover the reasonable costs to demolish and remove any debris that results from loss or damage to your buildings or contents, up to 10 per cent of your buildings or contents sum insured.

The debris must occur as a result of an incident we have agreed to cover.

continued... Additional cover included in this insurance

## Document damage

### CONTENTS

If documents kept in your home or in a bank vault suffer loss or damage, we will cover the costs to reproduce or restore them, up to \$1,000 (inclusive of GST).

This includes the costs to reproduce or restore the information contained on the documents.

## Employees' belongings

### CONTENTS

If your employees' belongings suffer loss or damage, we will cover the cost to repair or replace them, up to \$5,000 (inclusive of GST).

We will ONLY cover your employees' belongings if the loss or damage occurs

- as a result of an incident we have agreed to cover
- while your employees are working at your home, **and**
- while your employees are doing domestic work for you.

We will NOT cover contents that are already insured under another policy by someone other than you.

## Frozen food

### CONTENTS

Under Listed Events, we will cover the cost to replace the loss of any frozen food, up to \$500 (inclusive of GST), if your freezer breaks down. We will ONLY do this if your freezer breaks down as a result of an incident we have agreed to cover.

Under Accidental Damage, we will cover the cost to replace the loss of any frozen food.

## Funeral expenses

### CONTENTS

If you, or any member of your family dies, we will cover the funeral costs, up to \$10,000 (inclusive of GST).

Continued ►

continued...

## Funeral expenses

The death must occur

- as a result of an incident we have agreed to cover
- within 12 months of the incident, **and**
- as a result of an incident that occurred at your home.

## Guests' or visitors' belongings

### CONTENTS

If contents belonging to your guests or visitors suffer loss or damage, we will cover the cost to repair or replace them, up to \$5,000 (inclusive of GST).

The loss or damage must occur as a result of an incident we have agreed to cover.

We will NOT cover contents that are already insured under another policy by someone other than you.

## Legal costs in Australia

### CONTENTS

We will cover any legal costs you are liable to pay following legal proceedings brought by you or against you, up to \$5,000 (inclusive of GST).

We will ONLY cover legal costs and expenses that

- occur during your current period of insurance
- you tell us about during your current period of insurance, **and**
- we have agreed to cover.

We will ONLY pay this once during your period of insurance.

We will NOT cover legal costs and expenses relating to

- spouse or partner disputes including, but not limited to, divorce, custody, child maintenance, or property disputes
- claims for death, bodily injury to, or disease of, any person
- claims where cover is available by a standard form of motor vehicle, home owners or householders, motorcycle, caravan or boat insurance

Continued next page ►

continued... Additional cover included in this insurance

continued...  
Legal costs  
in Australia

We will NOT cover legal costs and expenses relating to

- any criminal charge or prosecution brought against you
- any road traffic offence or boating offence committed by you
- any matter arising out of your business or profession
- any matter arising out of any insurance cover required by legislation
- any award of damages against you
- any penalties, fines or awards of aggravated, exemplary or punitive damages made against you.

Modifi-  
cations  
to your  
buildings

BUILDINGS

If you are injured as a result of loss or damage to your buildings, and the injuries lead to permanent paraplegia or quadriplegia, we will cover the cost of modifications to your buildings so you can live in them, up to \$10,000 (inclusive of GST).

The injury must occur as a result of an incident we have agreed to cover.

Mortgagee  
discharge  
costs

BUILDINGS

If you make a claim for the total loss of your buildings, we will cover any legal costs associated with the discharge of any mortgage you have left owing.

The total loss must occur as a result of an incident we have agreed to cover.

Rebuilding  
fees

BUILDINGS

If your buildings suffer loss or damage, and need to be rebuilt as a result, we will cover the costs of employing an architect or surveyor, and also pay any legal fees that arise from the rebuilding, up to 10 per cent of your buildings sum insured.

The rebuilding must occur as a result of an incident we have agreed to cover.

Replacing  
keys and  
repairs  
to, and  
re-coding  
of locks  
and barrels

BUILDINGS  
CONTENTS

Under Listed Events, if a key to an external door or window lock of your buildings is stolen, we will cover the reasonable costs to replace your keys and repair and re-code your locks and barrels, up to \$1,000 (inclusive of GST).

Under Accidental Damage, if a key to an external door or window lock of your buildings is stolen or lost, we will cover any reasonable costs to replace your keys and repair and re-code your locks and barrels.

The theft or loss of the keys must occur as a result of an incident we have agreed to cover.

The theft must be reported to the Police.

Sale of  
your home

BUILDINGS

If you have entered into a contract to sell your home, we will extend your buildings cover to the purchaser until

- the contract settlement date
- the purchaser insures the home, **or**
- the purchaser becomes liable for damage to the home  
whichever happens first.

This cover will stop immediately if

- the sale contract is terminated, **or**
- your buildings insurance comes to an end.

Security  
firm to  
monitor  
your home

CONTENTS

If your monitored burglar alarm system is set off as a result of a theft or an attempted theft, we will cover the costs of a security firm to attend your home, up to \$1,000 (inclusive of GST).

We must agree to cover the theft or attempted theft.

We will NOT cover this when there is

- a false alarm, **or**
- no evidence of an attempted burglary.

continued... Additional cover included in this insurance

## Storage costs

CONTENTS

If buildings you live in suffer loss or damage and you are unable to live in them as a result, we will cover the reasonable costs to remove your contents and store them for up to 12 months.

The loss or damage must occur as a result of an incident we have agreed to cover.

We will also cover your contents while they are in storage.

## Sum insured

BUILDINGS  
CONTENTS

If we agree to pay you for a loss to your buildings or contents we will increase your sum insured for buildings or contents by the amount the Consumer Price Index (all groups) has increased since you took out your policy.

However, we will NOT increase your sum insured for special contents.

You will be fully insured again for your buildings or contents for the amounts shown on your schedule, **unless**

- your claim is for a total loss and we pay you the sum insured, then your policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

## Trees, plants and shrubs replacement

BUILDINGS

We will cover the cost to replace any trees, plants or shrubs that are stolen, burnt, maliciously damaged, or damaged by a vehicle.

We will not cover loss or damage to a lawn.

Under Listed Events, we will pay up to \$750 (inclusive of GST) during your period of insurance.

Under Accidental Damage, we will pay up to \$1,500 (inclusive of GST) during your period of insurance.

## Veterinary expenses

CONTENTS

If your pet is injured as a result of a road accident, we will cover the veterinary expenses, up to \$500 (inclusive of GST).

## Liability cover included in this insurance

We will cover your legal liability as a result of an incident that causes loss or damage to someone else's property, or death or bodily injury to other people, during your period of insurance. We will also cover claims in connection with your position as a committee member during your period of insurance.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 35 ►

## Liability cover – general

BUILDINGS  
CONTENTS

We will cover liability claims up to \$20,000,000 (including GST) for any incident listed below.

This amount includes any legal costs that must be paid to defend the claim and any costs awarded against you.

If you have insured your buildings, including strata title or a similar scheme, we will cover you for the amount you have to pay as owner or occupier of the buildings.

If you have insured your contents and live in a rental building, we will cover you for the amount you have to pay as owner of your contents, or occupier of the building.

If you have insured your contents and you own part of the building that has been subdivided, we will cover you for the amount you have to pay as owner of your contents, or occupier of your part of the building.

Continued next page ►

continued... Additional cover included in this insurance

### continued... Liability cover – general

#### BUILDINGS CONTENTS

If you have insured your contents, other valuables or special valuables, we will cover you for the amount you have to pay for any incident that happens

- anywhere in Australia
- anywhere in Australia in connection with your position as a committee member of a sporting or social club, **however**
  - we will NOT pay if you receive more than \$1,000 per year for holding that position
- anywhere in the world for 90 consecutive days, starting from the time you leave Australia.

We will NOT cover you for any amount you have to pay as owner or occupier of your buildings.

If you have insured your contents, we will cover you for any amounts you have to pay for any incident that happens anywhere in Australia arising out of the use of

- a watercraft that is less than 4 metres long and is not powered by a motor, or is powered by a motor less than 10 hp, **unless**
  - the watercraft is a jet ski
- unregistered motorcycles or mini-bikes up to 125 cc, which do not require registration by law, **unless**
  - they are being used for racing or pacemaking.

### Liability cover – when your buildings are a total loss

#### BUILDINGS

If your buildings are a total loss, we will continue liability cover for any amount you have to pay as owner or occupier of the buildings for up to six months from the date your buildings were destroyed.

This cover will stop immediately if

- construction commences at the home
- you sell the land, **or**
- you take out a new buildings insurance policy for the home.

Continued ►

### Liability cover – for committee members

#### CONTENTS

We will pay for claims made against you for an alleged or actual act or omission during any one period of insurance.

We will ONLY pay for your liability in connection with your position as a committee member of a sporting or social club. The most we will pay, including legal costs, is \$10,000 (inclusive of GST) during any one period of insurance.

We will not cover you if you receive more than \$1,000 per year for holding this position.

This cover does not apply to liability claims for loss or damage to someone else's property, or death or bodily injury to other people.

## Optional cover you can add to your policy

You can broaden the scope of your cover by adding any of the following options. You will need to apply for this cover and pay an additional premium. Any options that we agree to add to your policy will be listed on your current schedule.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 35 ►

### Domestic Workers' Compensation

If you employ a person to do work around your home such as cleaning or gardening, you can add cover for the amount you are liable for if they are injured while working for you, subject to the relevant legislation in your State or Territory.

Continued next page ►

continued... Optional cover that can be added to your policy

### continued... Domestic Workers' Compensation

If you choose this option, it will be listed on your schedule as 'Domestic Workers' Compensation'.

You will need to check with your local Workers' Compensation Authority as this cover may be compulsory.

The cover only applies to employees doing domestic work for your household and will not cover any person that is working for you in your business, profession, trade or occupation, or if you are a landlord

An excess may apply to this option.

To find out who the insurer is for this option, see inside back cover ►

### Other Valuables

With this option you can nominate an overall amount we will pay for accidental loss or damage to your valuables

- anywhere in Australia and New Zealand, **and**
- anywhere in the world for up to 90 consecutive days from the time you leave Australia without listing them individually.

#### Valuable items we will cover are listed below

- jewellery and watches
- items that contain gold or silver (this does not include items thinly covered with gold or silver)
- furs
- collections of stamps, money or medals
- battery-powered items, as listed below
  - audio visual equipment
  - camera equipment, including accessories and unprocessed film, **unless** they are being used underwater, or to earn your income
  - electronic diaries
  - GPS
  - mobile or portable phones
  - portable computers

Continued ►

continued...  
Other  
valuables

- sporting equipment, **unless** – it is being used.

#### Your valuable items do not include

- unset precious/semi-precious stones
- items thinly covered with gold or silver
- motor vehicles, motorcycles, mini-bikes, caravans, trailers or aircraft or accessories, or spare parts of any of these items
- watercraft more than four metres long
- watercraft less than four metres long that is powered by a motor of more than 10hp.

The most we will pay for this option is the amount you nominate, as listed on your schedule under 'Other Valuables'.

There are also set maximum amounts that we will pay when you make a claim.

VALUABLES	THE MOST WE WILL PAY
any one item, pair, set, collection or system of valuables other than sporting equipment	\$2,500 (inclusive of GST) per item, pair, set, collection or system
battery-powered items	\$2,500 (inclusive of GST) per item
any one item, pair, set, collection or system of sporting equipment	\$3,000 (inclusive of GST) per item, pair, set, collection or system

This option is

- not available for office and surgery equipment
- only available for contents policies.

No excesses apply to this option.

### Special Valuables

With this option you can nominate an individual amount we will pay for accidental loss or damage to any one item, pair, set, collection or system of valuables

- anywhere in Australia and New Zealand, **and**
- anywhere in the world for up to 90 consecutive days from the time you leave Australia.

Continued next page ►

continued... Optional cover that can be added to your policy

continued...  
Special  
valuables

The most we will pay for this option is the individual amount you nominate, as listed on your schedule under 'Special Valuables'.

This option is

- not available for office and surgery equipment
- only available for contents policies.

No excesses apply to this option.

For a list of valuable items we cover, and a list of items we do not include as valuables, see *Other Valuables*, page 32 ◀

Strata Title  
Mortgagee  
Protection

With this option we will cover the amount you must pay to settle your mortgage following loss or damage to buildings that you own under a strata title or similar plan.

If you choose this option the individual amount you nominate and any excesses that apply will be listed on your schedule under 'Strata Title Mortgagee Protection'.

We will pay up to the amount you owe on your mortgage, but no more than the sum insured, as listed on your schedule.

We will pay this amount to your mortgagee when you are required to pay your mortgagee in full, **however**

- the loss or damage must occur as a result of an incident we have agreed to cover.

We will **ONLY** pay this when the body corporate

- has not insured the buildings, **or**
- has not insured the buildings for loss or damage you can claim for under this policy.

This option is available

- for contents policies, **or**
- as a stand alone policy.

An excess may apply to this option.

Listed Events, Accidental Damage, Additional cover and Strata Title Mortgagee Protection exclusions	36
Other Valuables and Special Valuables cover exclusions	37
Liability cover exclusions	37-38
General exclusions	39-40

## Exclusions to your cover

Any cover we provide is subject to the following exclusions.

### Listed Events, Accidental Damage, Additional cover and Strata Title Mortgagee Protection exclusions

We will **NOT** cover any loss or damage as a result of, or caused by

- settling, shrinkage or any movement of earth
- erosion, rust, corrosion, gradual deterioration, depreciation, wear or tear
- rats, mice or insects
- roots from trees, plants, shrubs or grass
- any process of cleaning involving the use of chemicals other than domestic household chemicals
- a defect in an item, structural defects, or faulty workmanship or design
- breakage of mirrors, glassware, crystal, crockery or china while they are being used, cleaned or carried by hand
- malicious damage or vandalism by a tenant
- deliberate or intentional acts by a tenant
- theft by a tenant
- theft from any part of the buildings which you share with another person who is not insured under this policy
- mechanical or electrical breakdown other than an electric motor burning out, **unless**
  - the breakdown results in damage to your buildings or contents
- flood
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under 'Landslide or subsidence'
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.

### Other Valuables and Special Valuables cover exclusions

We will **NOT** cover any loss or damage as a result of, or caused by

- rust, corrosion, gradual deterioration, depreciation, wear or tear
- a defect in an item
- rats, mice or insects
- any process or cleaning involving the use of chemicals other than domestic household chemicals
- mechanical or electrical breakdown other than an electric motor burning out, **unless**
  - the breakdown results in loss or damage to your buildings or contents.

### Liability cover exclusions

We will **NOT** cover any

- personal injury to you, or any member of your family who normally lives with you, or anyone else who normally lives with you
- personal injury to any person you employ where that injury arises from their employment with you
- loss or damage to property that belongs to you, or is under your control, or any member of your family who normally lives with you, or anyone else that normally lives with you
- loss or damage to property that belongs to any person you employ where that loss or damage arises from their employment with you
- penalties, fines or awards of aggravated, exemplary or punitive damages made against you
- loss that can be reimbursed by your sporting or social club.

We will **NOT** cover any liability as a result of, or arising from

- any alterations, repairs, renovations or additions to your buildings that cost more than \$75,000 (inclusive of GST)
- any personal profit or advantage that is illegal.

Continued next page ►

continued...  
Liability cover  
exclusions

We will NOT cover any liability as a result of, or arising from

- 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 out by you, **unless**
  - the liability is as a result of, or arising from, you acting as a committee member of a sporting or social club and you receive no more than \$1,000 per year for holding this position
- any agreement or contract you enter into, **however**
  - if you would have been liable without the agreement or contract, we will pay for that liability
- the use, removal of, or exposure to any asbestos product or products containing asbestos
- a conflict of duty or interest
- any act or omission that is dishonest, fraudulent, criminal, wilful or malicious
- any alleged or actual act or omission committed, or alleged to have been committed, prior to the commencement of the policy
- the use of a caravan or trailer when the caravan or trailer is attached to a motor vehicle or motorcycle
- the use of a motor vehicle, motorcycle, mini-bike, aircraft or watercraft, however we will cover liability that arises from
  - unregistered motorised golf buggies, ride-on mowers and wheelchairs.
  - model or toy aircraft
  - surfboard, sail board or surf skis
  - a watercraft that is less than 4 metres long and is not powered by a motor, or is powered by a motor less than 10 hp
  - unregistered motorcycles or mini-bikes up to 125cc that do not require registration by law, **unless** they are being used for racing or pacemaking.

General  
exclusions

We will NOT cover any loss or damage, or liability as a result of, or arising from

- any incident that does not occur within your period of insurance
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under 'Landslide or subsidence'
- war or warlike activity, **however**
  - war does not need to be declared
- hostilities, rebellion, insurrection or revolution
- contamination by chemical and/or biological agents, which results from an act of terrorism
- lawful destruction or confiscation of your property
- anything nuclear or radioactive
- mildew, atmospheric or climatic conditions
- damage to a heating element, **however**
  - we will pay for any loss or damage as a result of damage to a heating element
- failure or inability of any item, equipment or computer software to recognise correctly, to interpret correctly or to process correctly any date, or to function correctly beyond any time when that item, equipment or computer software has not recognised, interpreted or processed correctly any date, **unless**
  - it results in loss or damage to your buildings or contents that is covered under this policy. This does not include resultant loss or damage to any frozen food, computer equipment or computer software.

Continued next page ►

continued...  
General  
exclusions

We will NOT cover any loss or damage, or liability as a result of, or arising from

- deliberate or intentional acts by you, or anyone acting for you, to cause loss, damage or injury
- flood or storm surge
- erosion, the action of the sea, tidal wave or high water, **unless** - the loss or damage is the result of a tsunami.

Your duty of disclosure	42
Your responsibilities when you are insured with us	43-44
Your responsibilities when you are making a claim	44
If you do not meet your responsibilities	44

## Your duty of disclosure

When you take out, renew, or change or vary a policy, or when you make a claim, you have a duty to answer our questions truthfully and provide us with any information that could affect our decision to insure you, or the terms of your policy. This is called your 'duty of disclosure'.

### What you must tell us when you apply to take out this policy

When applying to take out insurance we will ask you certain questions. When answering these questions, you must be honest, and you have a duty under the *Insurance Contracts Act 1984* to tell us anything

- known to you, **and**
- which a reasonable person in the circumstances would include in answer to any question.

We will use your answers to help us decide whether to insure you and anyone else under this policy, and on what terms.

### Who you are answering the questions for

It is important that you understand you are answering the questions in this way on behalf of yourself and anyone else that you want to be covered by the policy.

### If you do not answer our questions in this way

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the policy, or do both. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never being in place.

### Renewal, variation, reinstatement or extension of your policy

When your policy is renewed, varied, reinstated or extended you have a duty, under the *Insurance Contracts Act 1984*, to tell us anything that you

- know, **or**
- could reasonably be expected to know, **and**

is relevant to our decision whether to accept the risk of insurance and, if so, on what terms.

Your duty does not require disclosure of anything that

- diminishes the risk to be undertaken by us
- is of common knowledge
- we know or, in the ordinary course of business, ought to know, **or**
- is a matter that we indicate your duty has been waived by us.

### If you do not comply with your duty of disclosure

If you fail to comply with your duty of disclosure, we may be entitled to reduce our liability under the policy in respect of a claim, or we may cancel the policy, or do both.

If your non-disclosure is fraudulent, we may also have the option of avoiding the contract from its beginning.

## Your responsibilities when you are insured with us

In addition to your duty of disclosure, there are other responsibilities that you must meet when you are insured with us.

### You must tell us if

- your buildings will be unoccupied for a continuous period of 60 days or more
- any changes have been made to
  - the address or location where your buildings or contents are insured
  - the use of your buildings
  - your buildings due to renovation, extensions or demolition
  - the people who are insured under this policy
  - the sums insured to your buildings or contents
- any people who are insured under the policy have
  - been convicted of any criminal offence
  - made a claim that is not true under this policy or another insurance policy
- there are any changes in circumstances during the period of insurance.

If you tell us about any of these things, we may charge an additional premium, change the cover of your policy, impose special conditions, or cancel your policy.

In addition, you must also

- be truthful and frank in any statement you make in connection with your policy
- pay your premium, including paying instalments regularly
- take reasonable precautions to avoid a claim being made
- obey all laws and make sure anyone acting on your behalf obeys all laws
- follow the conditions of this policy

Continued next page ►

---

continued... Your responsibilities when you are insured

- not make a fraudulent claim under this insurance policy or any other policy.

---

## Your responsibilities when you are making a claim

When you make a claim you must meet a number of responsibilities.

### You must

- be truthful and frank in any statement you make in connection with a claim
- take safe and reasonable steps to prevent any further loss, damage or liability occurring
- inform the Police as soon as possible if your buildings or contents suffer loss or damage as a result of theft or attempted theft, vandalism or a malicious act
- keep all damaged buildings or contents so we can inspect them if required
- give us any information or assistance we require to investigate and process your claim
- not pay or promise to pay for a claim, or admit responsibility for a claim
- not repair or replace any damaged buildings or contents without our consent.

In addition, you also give us your rights to claim from anyone else

- if you have a right to claim from anyone else for an incident covered by us, you give us your rights to make that claim, 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.*

---

## If you do not meet your responsibilities

If you do not meet your responsibilities, we may refuse or reduce a claim, cancel your policy, or do both. If we cancel your policy we will advise you in writing.

The General Insurance Code of Practice	46
Our Guarantee	46
How we handle your personal information	47-48

---

# The General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

## The objectives of the Code are

- to promote better, more informed relations between insurers and their customers
- to improve consumer confidence in the general insurance industry
- to provide better mechanisms for the resolution of complaints and disputes between insurers and their customers, **and**
- to commit insurers and the professionals they rely upon to higher standards of customer service.

## Our commitment to you

We have adopted and support the Code and are committed to complying with it.

Please contact us if you would like more information about the Code.

See back cover for contact details ►

---

# Our Guarantee

Our Guarantee assures you of quality insurance and service at all times.

## Fair Dealing Guarantee

We will meet any claims covered by your policy fairly and promptly.

## Money Back Guarantee

If you change your mind, we provide a cooling-off period which lets you cancel your policy within 21 days with a full refund of your premium. However, your cooling-off period no longer applies if you make a claim within this time.

## Service Guarantee

We will provide you with the highest standard of service.

---

# How we handle your personal information

We are committed to handling your personal information in accordance with the *Privacy Act*.

We need to collect, use and disclose your personal information in order to consider your application and to provide the cover you have chosen.

You can choose not to give us some or all of your personal information, but this may affect our ability to provide you with cover.

## When you provide your personal information to us

You acknowledge and consent to us collecting and using your information to

- consider your insurance application and any subsequent application for insurance
- underwrite and price any policy issued by us or our related entities
- calculate and offer discounts
- issue you with a policy
- administer the policy, **and**
- investigate, assess and pay any claim made by or against you.

For these purposes, you acknowledge and consent to us collecting your personal information from, and disclosing it on a confidential basis to your intermediary\* or the third party who you have been dealing with in respect to this insurance policy and who referred you to us, other insurers, our related entities, insurance reference bureaus, law enforcement agencies, investigators and recovery agents, lawyers, any credit provider that has security over your property, assessors, repairers, suppliers retained by us to supply goods and services, advisers, and/or the agent of any of these.

\*The intermediary is a company or individual through which you purchased this insurance, or the company named on the inside front cover of this booklet.

Continued next page ►

---

continued... How we handle your personal information

**When you provide personal information to us about another person**

You must be authorised to do so, and you must inform that person, unless informing them would pose a serious threat to the life or health of any individual

- who we are
- how we use and disclose their information, and
- that they can gain access to that information.

**Privacy of your personal information – for marketing purposes**

In order to enhance its relationship with you, your intermediary may use your personal information that you have provided us to offer you other products and services, which may be of benefit to you.

**When you provide your personal information to us – for marketing purposes**

You acknowledge and consent to your personal information being used on a confidential basis by us or your intermediary to contact you by mail, phone, or email to provide you information on offers, products and services or for planning, market research and product development.

In using your personal information for these marketing purposes, we and your intermediary may use and disclose your personal information to offer you our or your intermediary's products and services directly, or to any other organisation to carry out the above marketing purposes on our or your intermediary's behalf. However

- CGU Insurance Ltd (CGU Insurance) and your intermediary will not use your information in this way if you have already told CGU Insurance or your intermediary not to
- you must inform CGU Insurance or your intermediary if you do not want your personal information disclosed or used for these marketing purposes.

How to apply for insurance	50
How to renew your insurance	50
How to cancel your policy	50
How to change your policy	51
If you move to a new home	51
Your premium	42

## How to apply for insurance

- 1 If you are taking out a policy with us for the first time, contact us or your insurance adviser, or apply on line at [www.cgu.com.au](http://www.cgu.com.au). You can also send correspondence to GPO Box 9902, in your capital city

If we agree to insure you, we will send you a schedule setting out the details of your policy.

- 2 Pay your premium

See *Your premium*, page 52 ►

See *Your responsibilities when you are insured with us*, page 43 ◀

## How to renew your insurance

- 1 If you already have a policy with us, we may send you an offer to renew your insurance before your current policy expires

We will send you an updated schedule and quote a premium based on the information contained in your current policy.

If you have any questions, contact us or your insurance adviser

- 2 Review the proposed policy and premium we offer

If you paid your last premium by instalments, we will continue to deduct payments from your nominated account. If you paid your last premium in one lump sum, we must receive your payment by the due date, otherwise your buildings or contents will not be insured.

- 3 Pay your premium

See *Your premium*, page 52 ►

## How to cancel your policy

- 1 If you want to cancel your policy, contact us or your insurance adviser

We may need your request in writing. If you cancel your policy before it ends, we will refund an amount for the unused premium.

## How to change your policy

- 1 Contact us or your insurance adviser to change or vary your policy

You will be sent an endorsement schedule that includes any changes or variations you have requested and we have agreed to, and any special conditions we may have applied to that agreement.

- 2 Check the changes

- 3 Pay your premium if it has increased

We will tell you if your premium has increased. If you pay your premium by instalments, we will adjust your instalments and continue to deduct the new amount from your nominated account. If you pay your premium in one lump sum, we must receive your additional payment within one month.

## If you move to a new home

- 1 If you have buildings insurance and you move permanently to a new home within Australia

The cover for your original home will end and we will refund any unused premium to you. We will provide you with temporary cover for 14 days at your new home.

If you would like to continue to insure your buildings with us, contact us or your insurance adviser as soon as possible.

We will advise you if there are any changes to your premium or the terms of your insurance.

- 2 If you have contents insurance and you move permanently to a new home within Australia

We will cover your contents at both your original home and your new home for 14 days, starting from the date you start moving your contents to your new home.

You must tell us that you are permanently moving your contents to a new home within 14 days from the day you first start to move.

We will advise you if there are any changes to your premium or the terms of your insurance.

---

# Your premium

## ① How we calculate your premium

We will base your premium on the type of cover you have chosen, including any options that you have added, your sum insured, the excess, the type, location, construction and age of your buildings or contents, the level of security you have, your previous insurance and claims history, and any special conditions that we have applied.

Premiums are also subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty.

Your premium, including any taxes and charges, will be listed on your schedule.

## ② How to pay your premium

You can pay your premium in one lump sum, or by instalments.

If you pay your premium in one lump sum, you can pay by cash, cheque or credit card.

If you pay your premium by instalments, you can pay by credit card or by direct debit from a financial institution.

We may cancel your policy if

- you do not pay your premium
- your cheque or credit card is dishonoured by your financial institution, **or**
- you pay your premium by instalments and you are more than one month behind.

We may refuse to pay a claim if

- you pay by instalments and at least one instalment of the premium has remained unpaid for a period of at least 14 days.

How to make a claim	54
How we settle a buildings claim	55-57
How we settle a contents or valuable items claim	58-59
How to resolve a complaint or dispute	60

## How to make a claim

### ① Make sure you have all the information you need to support your claim

We will need

- contact details of any other people involved in the incident, including their name, current residential address and who they are insured with
- any letters, notices or court documents about the incident within 72 hours of receiving them
- the incident report number for any claims in relation to theft or attempted theft, vandalism or a malicious act
  - the Police will provide you with this number when you report the incident to them.

### ② Contact us or your insurance adviser to make a claim

You need to make your claim as soon as possible. Any delays may

- reduce the amount that we pay, **or**
- prevent us from paying a claim.

We will give you immediate advice and assistance with your claim, 24 hours a day, 7 days a week.

We will ask you a range of questions to help us assess your claim. We may

- ask you to provide us with proof of ownership
- need to inspect your buildings or contents
- need quotations from a repairer.

### ③ If you need emergency repairs

If you need to make emergency repairs, we will arrange assistance through our preferred repairers and suppliers.

To find out how we settle a claim, see next page ►

## How we settle a buildings claim

### ① We will decide how we will settle your claim

If your buildings suffer loss or damage, we will decide whether to

- repair
- rebuild, **or**
- pay you the cost to repair or rebuild that part of your buildings that suffered loss or damage.

If we do, we will

- pay you up to the buildings sum insured, as listed on your schedule
- only repair, rebuild or pay you for the part or parts of the building that actually sustained loss or damage, including damaged portions of fixed coverings to walls, floors and ceilings only in the room, hall or passage where the damage occurred
- try to match any material used to repair your buildings with the original materials or nearest equivalent available to the original materials
- repair or pay you the costs to repair your buildings if the loss or damage was caused by water or liquid that escaped from a bath, basin, sauna, spa, shower base or shower wall, **however**
  - we will **NOT** pay the costs to repair or replace the bath, basin, sauna, spa, shower base or shower wall.

When we settle your claim, the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

### ② You must pay any excess that applies

If you make a claim, you will need to pay any excesses that apply.

If you are claiming for any loss or damage that occurs as a result of an earthquake or tsunami, you will need to pay an additional excess of \$250.

This loss or damage must occur within 72 hours of the earthquake.

For the excess that may apply, see your current schedule ►

Continued next page ►

continued... How we settle a buildings claim

You must pay any excess to us, or to the builder  
– we will tell you who to pay the excess to.

If we choose to pay you, we may deduct the amount  
of excess from the amount we settle your claim for.

### ③ If we decide to repair or rebuild your buildings and your current schedule shows 'including replacement benefit'

We will repair or rebuild the part of your buildings that suffered the loss or damage to a condition as close as possible to when new, but not better.

If we rebuild your buildings, we will also pay the amount that you need to pay to ensure your buildings comply with government legislation and local authority bylaws, **unless**

- you were required to pay these amounts before the loss or damage occurred, and you did not do so.

You can choose your own repairer or tradesman or we can help you find one.

If we authorise repairs, we will deal directly with the repairer or tradesman about payment.

### ④ If we decide to repair or rebuild your buildings and your current schedule does not show 'including replacement benefit'

We will

- repair your buildings to the condition they were in just before the loss or damage occurred
- pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred, **or**
- pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

Continued next page ►

### ⑤ After we agree to settle a claim

The repair or rebuilding work on your buildings must start within six months of the loss or damage occurring, otherwise you will have to pay any increase in costs caused by the delay.

If the work does NOT commence in this period, we will do one of the following

- repair your buildings to the condition they were in just before the loss or damage occurred
- pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred, **or**
- pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

### ⑥ If your building is a total loss

We will pay you the sum insured for your buildings, as listed on your schedule, after deducting

- any excess,
- any unpaid premium, **and**
- any input tax credit you would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* if you had paid to repair or rebuild your buildings.

If we pay you the sum insured, then your policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

See also *Liability cover - when your buildings are a total loss*, page 32 ◀

---

# How we settle a contents or valuable items claim

## ① We will decide how we will settle your claim

If your contents or valuable items suffer loss or damage, we will decide whether to

- repair an item
- replace an item, **or**
- pay you the cost to repair or replace the item.

If we do, we will pay up to

- the contents or valuables sum insured in total, as listed on your schedule, **and**
- the maximum amount per item, set, pair, collection or system.

If the item is part of a pair, set, collection or system, we will only cover the value of the item itself, **however**

- the most we will pay is the value of the item as a proportion of the combined pair, set, collection or system.

To find out what we will pay, see page 9 ◀

## ② You must pay an excess that applies

If you make a claim, you will need to pay any excesses that apply.

If you are claiming for any loss or damage that occurs as a result of an earthquake or tsunami, you will need to pay an additional excess of \$250.

This loss or damage must occur within 72 hours of the earthquake.

You must pay any excess to us, or to the supplier or repairer – we will tell you who to pay the excess to.

If we choose to pay you, we may deduct the amount of excess from the amount we settle your claim for.

For the excess that may apply, see your current schedule ▶

Continued ▶

---

## ③ If we decide to repair your contents or valuable items

We will repair the damaged item to the condition it was when new.

If the item we are repairing is part of a pair, set, collection or system, we will only cover the part of the pair, set, collection or system that was damaged.

## ④ If we decide to replace your contents or valuable items

We will replace the item with the nearest equivalent new item.

We will **ONLY** replace wall, floor and ceiling coverings, including carpets, internal blinds and curtains, in the room, hall or passage where the loss or damage occurred.

We will **NOT** pay to re-carpet adjoining rooms, or your entire home.

Any salvage becomes our property.

## ⑤ If we decide to pay you the cost to repair or replace your contents or valuable items

We will pay you the fair and reasonable costs to repair or replace your contents or valuable items as described in Steps 1, 3 and 4, after deducting

- any excess, **and**
- any input tax credit you would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* if you had paid to repair or replace your contents or valuable items.

We will **ONLY** pay the cost of replacing an item that is part of a pair, set, collection or system, even though the pair, set, collection or system to which it belongs is less valuable because it is incomplete.

Any salvage becomes our property.

## ⑥ If we decide to settle a claim

We will reduce any payment for damage to, or loss of, an Other Valuables or Special Valuables item by the amount we pay you for the same item under contents cover.

---

## How to resolve a complaint or dispute

### ① Talk to us first

If you have a complaint, the first thing you or your insurance adviser should do is speak to a staff member in the area concerned. If your complaint relates specifically to a claim, speak with the claims officer managing your claim.

See back cover for contact details ►

If the staff member or claims officer are unable to resolve the matter for you, you or your insurance adviser may speak to a manager. If you are not satisfied with the decision, you can go to step 2.

### ② Seek a review

If the matter is still not resolved, the manager will refer you or your insurance adviser to the relevant internal dispute resolution area who will conduct a review of your dispute.

If you are still not satisfied with the decision, you can go to step 3.

### ③ Seek an external review

You are entitled to seek an external review of the decision. The dispute resolution area will provide you or your insurance adviser with information about the options available to you, such as referring you to the external dispute resolution scheme administered by the Financial Ombudsman Service (FOS).

Further information about the complaint or dispute resolution procedures is available by contacting us.

See back cover for contact details ►

**accidental loss or damage**

damage to, loss or destruction of the buildings that make up your home, or your contents and valuable items, when it is caused by an unintentional act, or an unforeseen and uncontrollable incident.

**endorsement schedule**

a document that includes any information from the existing schedule that has not changed or varied, and confirms any alteration to the coverage, terms and conditions of your policy.

**excess**

the amount you pay when you make a claim on your policy. The amount and type of excess that may apply to your policy is shown on your current schedule and in this PDS.

**fixtures and fittings**

any household items or household equipment that are permanently attached to your buildings.

**flood**

the covering of normally dry land by water escaping or released from the normal confines of a watercourse or lake, whether or not it is altered or modified. Flood also includes water escaping from the confines of any reservoir, channel, canal or dam.

**goods you use for earning your income**

stock and tools of trade. You would normally receive a tax deduction for these items. They do not include office and surgery equipment.

**incident**

a single occurrence or a series of occurrences, including an accident or series of accidents, arising out of one event.

**malicious act**

an act done with intent and without your consent.

**office and surgery equipment**

items that are normally needed in an office or surgery that you use for earning your income in your own business. You would normally receive a tax deduction for these items. They do not include tools of trade.

**period of insurance**

the length of time between the start date and end date of your policy, as listed on your current schedule.

**pet**

a domestic animal that you keep in your home or at your home.

**premium**

the total amount you pay for your insurance that includes applicable government taxes such as GST, and any duties or charges payable by you. It is shown on your current schedule. You can pay your premium annually in one lump sum, or by instalments.

**schedule**

your current schedule is a document outlining the details of your insurance cover. Your schedule may be called a policy, renewal or endorsement schedule.

**special conditions**

exclusions, restrictions or extensions to cover that are imposed on specific matters or people.

**sporting equipment**

equipment designed to be used in a leisure activity that involves some element of physical activity or competition, excluding pedal cycles.

**strata title**

title under a strata title or similar community title scheme where separate parts of the scheme building(s) have a separate legal title. Strata title usually applies to high rise apartments, townhouses, villas or duplexes.

**sum insured**

your nominated replacement value at today's prices for your buildings or contents. This will be listed on your schedule.

**Supplementary Product Disclosure Statement (SPDS)**

a separate document that updates, corrects or adds to the information contained in this PDS.

**terrorism**

any act which may involve the use of, or threat of, force, violence or biological or chemical warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim, or to intimidate or influence a government or any section of the public.

**total loss**

when we decide that it is uneconomical to repair or rebuild your buildings or contents.

**unoccupied home**

a home that no-one has lived in for 60 consecutive days or more.

**us, we and our**

refers to:  
CGU Insurance Limited  
ABN 27 004 478 371.

**you and your**

the person or people named as the insured on your current schedule.

If more than one person is named as the insured, we will treat a statement, act, omission or claim by any one of these people as a statement, act, omission or claim by them all.

If you are making a claim, 'you' also includes your domestic partner, you or your partner's unmarried children, and you or your partner's parents who normally live with you.

**your buildings**

buildings that you own or are legally responsible for.

**your contents**

contents that you own or are legally responsible for.

**your contents at your home in the open air**

contents at your home that are not in a fully enclosed building (e.g. carport).

**your home**

where your buildings or contents are located. This includes any land or other area that touches your home and for which any statutory authority has made you responsible, but it does not include the nature strip outside your home. Your home is located at the situation shown on your current schedule.

**your policy**

the contract between you and us which provides you with insurance cover in exchange for a premium. Your policy is made up of two documents

- this Product Disclosure Statement and policy booklet (PDS) and any supplementary PDS, **plus**
- your current schedule.



**A**

accidental breakage, 12  
 accidental loss or damage, 3, 17  
 accommodation, alternative, 21-22  
 accounting fees for tax audit, 21  
 additional cover, 20-29, 36  
 answering questions, 42  
 applying for insurance, 50

**B**

building claims settlement, 55-57  
 building modifications, 26  
 buildings cover, 6, 43, 51  
 burglary and break-in, 13  
 bushfire, 14

**C**

cancelling your policy, 44, 50, 52  
 changing your policy, 51  
 claim  
   *how to make*, 54  
   *settling them*, 55-59  
 contents cover  
   *at your home*, 10  
   *at your home in the open air*, 10  
   *away from home*, 11  
   *in commercial storage*, 22  
   *described*, 7-8  
   *maximum amounts payable*, 8-10  
   *claims settlement*, 58-59  
   *storage costs*, 28  
   *in transit*, 23  
 cooling-off period, 46  
 complaints procedure, 60  
 cover when home sold, 27  
 credit card misuse, 23  
 cyclone, 18-19

**D**

debris removal, 23  
 deliberate and intentional acts, 13  
 demolition costs, 23  
 dispute resolution, 60

document damage, 24  
 Domestic Workers' Compensation option, 31  
 duty of disclosure, 42-43

**E**

earthquake, 13, 55, 58  
 electric motors, 13, 17  
 employees' belongings, 24  
 excess  
   *additional cover*, 21  
   *buildings*, 55  
   *contents*, 58  
   *defined*, 62  
   *when payable*, 55, 57-59  
 exclusions to cover, 36-40  
 explosion, 14, 18

**F**

fees for rebuilding, 26  
 Financial Ombudsman Service, 60  
 fire or explosion, 14, 18  
 first choice, 3  
 frozen food, 24  
 flood, 36, 40, 62  
 funeral expenses, 24

**G**

general exclusions, 39-40  
 General Insurance Code of Practice, 46  
 Glossary, 62-63  
 grassfire, 14  
 Guarantee, 46  
 guests' belongings, 25

**I**

impact damage, 14  
 incident cover, 12-20, 36  
 instalment premium, 52  
 Insurance Contracts Act 1984, 42

**K**

key replacement, 27

**L**

landslide or subsidence, 15, 18, 39  
 legal costs in Australia, 25  
 liability cover  
   *committee members of clubs*, 31  
   *exclusions*, 37-38  
   *general*, 28-29  
   *when building total loss*, 30  
 lightning or thunderbolt, 15  
 liquid damage, 17, 20, 36  
 listed events, 3, 12-17, 36  
 locks and barrels, 27

**M**

malicious damage by tenant, 36  
 modifications to buildings, 26  
 mortgagee discharge costs, 26

**N**

new home cover, 51

**O**

optional cover, 31-34  
 Other Valuables option, 32-33, 37  
 our commitment to you, 46-48

**P**

personal information, 47-48  
 pets, injury from road accident, 29, 62  
 police, reporting of incidents, 16-19, 27, 44, 54  
 premiums, 52, 62  
 privacy of information, 47-48

**R**

rainwater, 15-16, 18-19  
 rebuilding fees, 26  
 renewing insurance, 50  
 responsibilities to us, 43-44  
 riots or civil commotion, 15

**S**

security firm costs, 27

settling a claim  
   *buildings*, 55-57  
   *contents*, 58-59  
 special contents, 10, 28  
 Special Valuables, 10, 33-34, 37  
 storage costs for contents, 28  
 storm, 15-16, 18-19  
 Strata Title Mortgagee Protection, 34, 36  
 sum insured, 3, 6, 9-10, 21, 28, 63

**T**

tenants, 6, 7, 16, 19, 36  
 terrorism, 39, 63  
 theft or attempted theft, 16, 19, 27, 36, 54  
 total loss of building, 26, 28, 30, 57, 63  
 transaction card misuse, 23  
 trees, plants and shrubs, 28  
 tsunami, 13, 40, 55, 58

**U**

unoccupied buildings, 43, 63

**V**

valuables options  
   *Other Valuables*, 10, 32-33, 37  
   *Special Valuables*, 10, 33-34, 37  
 vandalism by tenant, 36  
 vandalism or a malicious act, 16, 36  
 variation of your policy, 51  
 veterinary expenses, 29  
 visitors' belongings, 25

**W**

water damage, 17, 20, 36  
 wind loss or damage, 15-16, 18-19  
 workers' compensation, 31-32

**Y**

your responsibilities to us, 43-44

**The insurer - Domestic Workers' Compensation**

If your home is in Western Australia, Tasmania or the Northern Territory, the insurer providing the Domestic Workers' Compensation optional cover is Insurance Australia Limited trading as CGU Workers Compensation, ABN 11 000 016 722.

**Intermediary Remuneration**

CGU Insurance Limited pays remuneration to insurance intermediaries when we issue, renew or vary a policy the intermediary has arranged or referred to us. The type and amount of remuneration varies and may include commission and other payments. If you require more information about remuneration we may pay your intermediary, you should ask your intermediary.

Information in this PDS may need to be updated from time to time where required and permitted by law. You can obtain a paper copy of any updated information without charge by calling us on the contact details provided in this document. If the update is to correct a misleading or deceptive statement or an omission that is materially adverse from the point of view of a reasonable person deciding whether to acquire the Policy, we will provide you with a new PDS or a Supplementary PDS.

GPO Box 9902  
in your capital city

**Enquiries tel:** 131 532  
**Website:** [www.cgu.com.au](http://www.cgu.com.au)



Insurer  
**CGU Insurance Limited**  
ABN 27 004 478 371  
AFS Licence No. 238291

## Contact details

454 St Paul's Terrace

PO Box 929

Fortitude Valley QLD 4006

**t** 13 29 30

**f** 07 3252 7053

**[www.qtmb.com.au](http://www.qtmb.com.au)**



Intermediary

**QT Mutual Bank Ltd**

ABN 83 087 651 054

AFS Licence No. 241195

**Insurer details – see inside back cover.**

CV532 REV2 10/11