

Specialists in
Landlord Insurance



terri **scheer**

Landlord
Residential
Building
Insurance
Policy, Product
Disclosure
Statement and
Policy Wording

Terri Scheer Insurance Pty Ltd

**LANDLORD RESIDENTIAL BUILDING
INSURANCE POLICY**

PRODUCT DISCLOSURE STATEMENT

AND POLICY WORDING

Product Disclosure Statement and Policy Wording (PDS)

The purpose of this Product Disclosure Statement and Policy Wording (PDS) is to help you understand the insurance policy and provide you with sufficient information to enable you to compare and make an informed decision about it.

This PDS is in two parts:

Part 1: Important Information. This part includes important information about your rights and responsibilities, the General Insurance Code of Practice and how you may contact us if you have a complaint.

Part 2: Policy Wording. This part contains the terms, conditions, limits and definitions of your Insurance.

Other documents may form part of the PDS. Any such documents will be dated and will include a statement identifying them as part of the PDS. If any major omissions, updates or corrections need to be made to the PDS, a supplementary PDS may be provided.

Part 1: Important information

It is important that you:

- ▶ read all of this PDS before you buy the Insurance to make sure it gives you the protection you need, and
- ▶ are aware of the limits on the cover provided, the amounts we will pay you and any excess that applies.

This insurance is only available to landlords whose property is managed by a licensed real estate agent or on-site Property Manager.

About Terri Scheer

Terri Scheer Insurance Pty Ltd was established in 1995 to specialise in providing landlord insurance for owners of professionally managed residential rental properties.

The founder, Terri Scheer, designed landlords insurance in 1990.

The Company is unique in that it is the only insurance intermediary in Australia to specialise solely in landlord insurance.

Terri Scheer Insurance Pty Ltd provides training for licensed real estate agents and on site Property Managers in the area of general insurance and claims handling, to ensure the best possible results for landlords.

Welcome to Vero

Vero is part of a Group that can trace its origins back to 1833 in Australia. Since then we have successfully protected our customers' personal and business assets.

Vero aims to provide our customers with certainty and peace of mind, through innovative, specialised and expert insurance offerings.

Vero offers a range of insurance products including home building, home contents, private motor, caravan and travel insurance.

Date of preparation: 1st June 2010

Version Number: MKT170 (09/2010)

Insurer

Vero Insurance Limited ABN 48 005 297 807, AFS Licence No. 283059 is the insurer and issuer of the insurance policy and is the issuer of this PDS. References to 'us,' we' and 'our' in this Policy are to the insurer.

In arranging this insurance Policy, Terri Scheer Insurance Pty Ltd ABN 76 070 874 798, AFS Licence No. 218585 will be acting under authority given to them by Vero. They will be acting as agents of Vero, not as your agent.

How you contact us

You may contact Vero by calling:

- ▶ 1300 794 133,

or alternatively by writing to us at:

Vero Insurance Limited
GPO Box 1619, Adelaide, SA 5001

Type of tenancy

This policy is designed to provide cover for landlords of professionally managed residential rental properties tenanted as either:

- ▶ Short Stay tenancies , or
- ▶ Long Stay tenancies.

The amount you pay for this insurance

The total premium is the amount we charge you for this Insurance. It includes the amount which we have calculated will cover the risk, plus any taxes and government charges – all of which will be shown on your Policy Schedule.

You can pay your premium in one annual payment by cash, cheque, postal order, MasterCard, Visa or B Pay.

How various factors affect your premium

We calculate your premium after taking a variety of factors into account. Some factors are set, such as our costs of distribution and profit component. Other factors can affect the amount of your premium. The higher your risk profile, the higher your premium. Using our experience, we decide what factors will increase your risk profile and how they impact on the premium.

The following table is a guide on how these factors combine together and may influence our assessment of the risk and therefore, your premium.

Factor	Lower premium	Higher premium
The postcode where your property is located	Lower risk postcode	Higher risk postcode
The amount you choose to insure your building for	Lower sum insured	Higher sum insured
The construction type of your property	Brick	Non-brick
Purpose for which the property is used	Long stay properties	Short stay properties used for holiday rentals

Each time you renew, your premium may change even if your personal circumstances have not changed. This is because premiums are also affected by other factors such as:

- ▶ the cost and frequency of claims we have paid to other customers,
- ▶ changes in government taxes or charges,
- ▶ the cost and frequency of claims we expect to pay in the future, and
- ▶ our expenses of doing business.

Calculating your premium

We calculate your premium by taking into account the above factors and by combining the following:

1. Government charges

After we have calculated an amount to cover the risk, GST and any other relevant government charges (such as stamp duty and fire services levy) are applied.

2. Combined policy discount

To be eligible for a combined policy discount you must have our Residential Building Insurance Policy and either the Landlord Preferred or Scheer Short Stay Policy on the same property. Both policies must be current.

If you meet this criteria, then you will be entitled to the following discount on the Residential Building Insurance Policy:

- ▶ \$25.00 off the total premium for new business policies, and
- ▶ \$10.00 off the total premium for renewal policies.

If you become eligible for this discount mid way through an existing policy period, then we will apply the discount when this policy is next renewed.

How to make a claim

As soon as possible after the event that causes loss, damage or legal liability, you must follow the steps set out in 'Making a Claim' on page 45 of the enclosed policy wording.

Contact Terri Scheer Insurance on 1800 804 016, who will advise you of the claims process and assist you through the next steps.

The amount you pay towards a claim

An excess is the amount you are required to pay in the event of a claim. The amount of any excess that applies will either be set out in the PDS on pages 48 to 50 or shown on your Policy Schedule.

Depending on the circumstances, you might have to pay more than one type of excess when you make a claim. You must pay the excess in full (if we ask for it) before we pay the claim.

We will decide whether you pay the excess to us or to a repairer or supplier. We may also choose to deduct the excess from the amount we pay you or from the amounts we must legally pay another person.

How a claim payment is calculated

When we pay a claim we consider a number of aspects in calculating the amount. These can include the:

- ▶ amount of loss or damage or liability,
- ▶ excess,
- ▶ sum insured,
- ▶ policy limits, and
- ▶ terms and conditions of the policy.

How and when benefits are provided

Benefits are provided following the submission of a claim. After considering the factors in 'How a claim payment is calculated', we will either:

- ▶ pay for repair or replacement of your building, or
- ▶ pay the person to whom you are legally liable, or
- ▶ pay you.

Claim payment examples

The examples on the following pages illustrate how a claim payment is calculated and are designed to assist you in understanding some of the important benefits in the policy. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They should be used as a guide only, as all claim payments will depend on the facts in each case. You should consider all examples as each one explains different benefits and scenarios.

Please note our examples assume that the policyholder is not registered for GST.

Example 1:

Malicious damage by tenant

You have the Landlord Residential Building Insurance Policy and your tenant vacates at the end of their lease owing no rent, but has caused significant damage to the property. A Claims assessor appointed by us has inspected the damage and reports that the property has sustained the following tenant damage:

- ▶ 4 doors have been kicked in - \$1,200 to repair,
- ▶ 6 walls had punch holes - \$900 to repair,
- ▶ the glass in 2 windows have been smashed - \$500 to replace,
- ▶ general re-letting expenses i.e. cleaning, rubbish costs - \$1000.

The weekly rent was \$300 and a bond of \$1,200 is held. For the purpose of this example we assume the property is located in Victoria and the excess for malicious damage is \$250.

Malicious damage	\$2,600	Section 1 'Building' provides malicious damage cover to your building if caused by the tenant. We agree that the doors, windows and punched walls are malicious damage and therefore the total repair cost is \$1,200 plus \$900 plus \$500 which equals \$2,600.
Less excess	\$250	The excess for malicious damage is applied per claim, so costs for all malicious damage events submitted as one claim have one excess.
Subtotal	\$2,350	Amount payable after the excess has been applied.
Less bond credit	-\$200	The policy requires that tenant damage claims be reduced by any available bond money after re-letting expenses and loss of rent have been paid. Bond held is \$1,200 less loss of rent owed \$0.00, less cleaning/rubbish removal costs \$1,000, leaves \$200 credit remaining from the bond.
Total Claim	\$2,150	

Example 2:

Fire damage plus loss of rent (long stay)

You have the Landlord Residential Building Insurance Policy with a building sum insured of \$150,000. An accidental electrical fire results in major damage to the building which also leaves the property in an untenable condition. We send a claims assessor to inspect the damage and they report the following:

- ▶ The fire was caused by faulty wiring in the wall.
- ▶ There is substantial fire and smoke damage to 2 bedrooms, the hallway and the living area.
- ▶ Our claims assessor sourced 2 quotes to repair the damage caused by the fire with the most economical quote being \$75,000.
- ▶ It is estimated that it will take 14 weeks to complete repairs and to return the property to a tenable condition.
- ▶ There was a permanent (long stay) tenant in place at the time of the fire and their weekly rent was \$300.

For the purpose of this example we assume the property is located in South Australia and the excess for fire damage is \$100.

Fire damage	\$75,000	Section 1 'Building' provides cover for loss or damage caused by the insured event of 'fire or explosion'. We agree the damage was caused by the insured event of fire and that the quote provided in the amount of \$75,000 is reasonable (and less than the building sum insured of \$150,000). Under Section 1 'repairing and replacing your building' we elect to repair the property to a condition substantially the same as, but not better than when new.
Less excess	\$100	The excess for fire damage is \$100 and we ask you to pay it to the builder in this example.
Subtotal	\$74,900	On satisfactory completion of repairs, the builder then invoices the balance of the quote to us and we pay direct to them \$74,900.

Loss of rent	\$4200	Section 2 'Loss of rent' provides cover for lost rental income when your property becomes untenable due to the insured event of fire. The weekly rent is \$300 and the property was untenable for a period of 14 weeks. We therefore pay you 14 x \$300 per week = \$4200.
Total Claim	\$79,100	

Example 3:

Water damage plus leak location costs

You have the Landlord Residential Building Insurance Policy. The tenant contacts you to advise that 5 tiles have fallen off the wall in the shower recess . You contact us and we then send out a claims assessor to inspect the damage. They report to us that:

- ▶ they engaged a plumber to inspect the pipes. The plumber had to cut a hole in a wall in the adjacent bedroom in order to locate where the leak was coming from – this incurred a cost of \$250.00. The plumber found that a pipe in the shower wall had burst.
- ▶ there is a need to replace the section of wall in the shower which had become wet and then retile it. The quote obtained was \$1500.00.
- ▶ there is a also need to repair the wall in the bedroom which was made by the plumber in their efforts to locate the leak. The quote obtained for this repair was \$400.00.
- ▶ the cost to fix the burst pipe was \$150.00

For the purpose of this example we assume the property is located in Victoria and the excess for water damage is \$100.

Water damage	\$1,500	Section 1 'Building' provides cover for loss or damage caused by the insured event of 'water damage'. We agree the damage to the tiles was caused by water accidentally escaping the burst pipe and that the quote provided in the amount of \$1500 to repair the wall and replace the damaged tiles is reasonable.
Less excess	\$100	The excess for water damage is \$100
Subtotal	\$1,400	The amount we pay you for water damage after deducting the policy excess.

Leak location costs	\$650	<p>An additional benefit in Section 1 of this policy provides cover for the cost to locate the source of the leak if we have first agreed to pay a claim for water damage. In this instance we have accepted a claim for water damage and therefore will also pay :</p> <ul style="list-style-type: none"> ▶ \$250 for the plumber to locate the leak ,plus ▶ \$400 to repair the wall which was damaged as a result of the plumber trying to locate the leak.
Repair of pipe	\$0	<p>The \$150 cost to rectify the source of the leak is not covered by this policy. This would be deemed a maintenance issue which you would need to pay.</p>
Total Claim	\$2,050	<p>The total amount we pay you for water damage plus the cost to locate the source of the leak.</p>

The Policy does not cover certain things

The policy provides cover for losses caused by specific events and under certain circumstances. This means that not all losses are claimable. The specific events we insure and don't insure you for, along with the terms and conditions of cover, can be found in the Policy Wording contained in this document.

Duty of Disclosure

You have a legal duty of disclosure to us whenever you apply for, change or renew an Insurance policy.

What you must tell us

You have a general duty to disclose to us everything that you know, or could reasonably be expected to know, is relevant to our decision whether to insure you, and if we do, on what terms.

However your duty does not require you to disclose anything:

- ▶ that reduces the risk to be undertaken by us,
- ▶ that is generally well known,
- ▶ that we know, or in the ordinary course of our business, ought to know, or
- ▶ in respect of which we have waived your duty.

Your general duty applies to renewals and changes

Your general duty applies in full when you renew an insurance policy or change an existing policy including when you extend or reinstate it.

Your general duty is limited for new policies

When you apply for a new policy your duty of disclosure applies, but you do not need to disclose something to us unless we specifically ask you about it. However, you must be honest in answering any questions we ask you. You have a legal duty to tell us anything you know, and which a reasonable person in your circumstances would include in answering the questions. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

Who needs to tell us

It is important that you understand you are disclosing to us and answering our questions for yourself and anyone else you want to be covered by the policy.

If you do not tell us

If you do not answer our questions honestly or do not properly disclose to us, we may reduce or refuse to pay a claim or may cancel the policy. If you act fraudulently in answering our questions or not disclosing to us, we may refuse to pay a claim or treat the policy as never having existed.

We respect your privacy

Vero Insurance Limited is a member of the Suncorp Group.

The Privacy Act 1988 (Cth) requires us to inform you that:

Purpose of collection

Personal information is information about an identifiable individual and includes facts or an opinion about you which identifies you or by which your identity can be reasonably determined. The collection of your personal information is essential to enable us to conduct our business of offering and providing you with our range of financial products and services.

We collect personal information for the purposes of:

- ▶ identifying you when you do business with us,
- ▶ establishing your requirements and providing the appropriate product or service,
- ▶ setting up, administering and managing our products and services,
- ▶ assessing and investigating, and if accepted managing a claim made by you under one or more of our products,
- ▶ improving our financial products and services, including training and developing our staff and representatives.

We may be required by Anti-Money Laundering/Counter Terrorism Financing legislation to collect your personal information.

Consequences if personal information is not provided

If we request personal information about you and you do not provide it, we may not be able to provide you with the financial product or service that you request, provide insurance cover, manage or pay any claim under an insurance policy, manage your product or provide any benefits, or provide you with the full range of services we offer.

Disclosure

We use and disclose your personal information for the purposes we collected it.

We may also use and disclose your personal information for a secondary purpose related to the purpose for which we collected it, where you would reasonably expect us to use or disclose your personal information for that secondary purpose. In the case of sensitive information, any secondary purpose, use or disclosure will be directly related to the purpose of collection.

When necessary and in connection with purposes listed above, we may disclose your personal information to and/or collect your personal information from:

- ▶ other companies within the same Group,
- ▶ where required or authorised under our relationship with our joint venture companies,
- ▶ information technology providers, including hardware and software vendors and consultants such as programmers,
- ▶ customer research organisations,
- ▶ intermediaries including a representative acting on your behalf, other Australian Financial Services Licensee or our authorised representatives and our agents,
- ▶ where you are an insured person and not the policy holder, we will disclose to the policy holder,
- ▶ government, law enforcement or statutory bodies,
- ▶ the Financial Ombudsman Service,
- ▶ other insurers, financial institutions, insurance and claims reference agencies, credit agencies, loss assessors, financial or investigative service providers,
- ▶ legal and other professional advisers,
- ▶ hospitals, medical and health professionals,
- ▶ research and development service providers,
- ▶ printers and mail service and delivery providers for the mailing of statements, insurance policy documents and marketing material, and
- ▶ imaging and document management services.

Disclosure overseas

There are also instances where we may have to send your personal information overseas or collect personal information from overseas. These instances include:

- ▶ sending your personal information to companies in the same Group,
- ▶ when you have asked us to do so,
- ▶ when we are authorised or required by law to do so,
- ▶ when we have outsourced a business activity or function to an overseas service provider with whom we have a contractual arrangement, or
- ▶ certain electronic transactions when it is necessary in order to facilitate a transaction on your behalf.

We will only send your personal information overseas or collect personal information about you from overseas for the purposes in this statement and in compliance with the privacy regime.

Access

You can request access to the personal information we hold about you by contacting us.

In some circumstances, we are able to deny your request for access to personal information. If we deny your request for access, we will tell you why.

If accessing your personal information will take an extended period of time, we will inform you of the likely delay. For more detailed requests for access to personal information, for example, access to information held in archives, a fee may be charged to cover the associated cost of retrieval and supplying this information.

Marketing

We would like to use and disclose your personal information to keep you up to date with the range of products and services available from us and other companies within the same Group. Generally, our companies in the Group will use and disclose your personal information for the Group's marketing purposes.

If you do not want us to use and disclose your personal information for the purpose of marketing products and services to you, you should contact and tell us.

Contact

Please contact us to:

- ▶ change your mind at any time about receiving marketing material,
- ▶ request access to the personal information we hold about you, or
- ▶ obtain more information about our privacy practices by asking for a copy of our Privacy Policy.

You can contact us by sending a letter to:

The Privacy Officer
GPO Box 3999
Sydney NSW 2001

Our Privacy Policy can also be found on our website at:

http://www.suncorp.com.au/suncorp/legal/privacy_policy.aspx

The General Insurance Code of Practice

We have adopted the General Insurance Code of Practice which has been developed by the Insurance Council of Australia. The Code is designed to promote good relations and good insurance practice between insurers, intermediaries and consumers.

The Code sets out what we must do when dealing with you. Please phone us if you want more information about the Code.

If you're not satisfied, tell us... we want to know so we can help!

Our goal is to have you as a loyal and happy customer. We want you to be completely satisfied in all your dealings with us.

Vero is committed to:

- ▶ listening to what you tell us,
- ▶ being accurate and honest in telling you about our products and services,
- ▶ communicating with you clearly, and
- ▶ resolving any complaints or concerns you have.

This is part of our commitment to the General Insurance Code of Practice. Please contact us if you would like to know more about the Code of Practice.

So if you think we have let you down in any way, or our service is not what you expect (even if through one of our agents*), please let us know so we can help.

How to tell us when you are not happy (or even if you just want to clarify something).....

If you have a complaint about our products or services please tell the staff member or agent you are dealing with. If your complaint is not resolved to your satisfaction or you do not wish to contact that person, 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 4001 or
- ▶ email us on: customer.relations@vero.com.au

If you choose to write us a letter please ensure that you provide as much detail as possible including the reference, policy or claim number, as well as any extra information you feel we may not already have.

*Agents can be authorised representatives, distributors, assessors or loss adjusters and investigators (and repairers or builders when we appoint them to provide their professional opinion to us).

What we will do....

When you first let us know about your complaint or concern:

- ▶ it will be handled by the person who has authority to deal with it; and
- ▶ this person will review your complaint, consider the facts and contact you to resolve your complaint as soon as possible, usually within 24 hours.

If the matter cannot then be resolved to your satisfaction, it will be referred to the relevant Manager, who will contact you within 5 working days. If you are still not satisfied with the outcome, it will be referred to our Customer Relations Team. We will send you our final decision in writing within 15 working days from the date you first made your complaint.

If more information is required or our assessment or investigation of your complaint will take longer than 15 days to complete, we will

agree a reasonable alternative timeframe with you and contact you every 10 days with details of progress.

Rest assured...

We are committed to answering any questions or resolving any concerns you might have.

We expect our procedures will deal fairly and promptly with your complaint.

However, if you remain dissatisfied you also have external dispute resolution options.

You can raise certain complaints directly with the Financial Ombudsman Service Limited ("FOS"). This is an independent body and its service is free to our customers. You must contact them within two years of receiving our final decision.

We agree to accept the FOS decision. You have the right to take legal action if you don't accept their decision.

You can contact FOS by:

- ▶ phoning: 1300 780 808 for the cost of a local call
- ▶ writing to: GPO Box 3, Melbourne Victoria 3001
- ▶ faxing: (03) 9613 6399
- ▶ email: info@fos.org.au
- ▶ visiting: www.fos.org.au

The FOS is available to customers and third parties that fall within the Terms of Reference of the FOS. Where the FOS Terms of Reference do not extend to your dispute, we will give you information about other external dispute resolution options that may be available to you.

Cooling off

You have the right to cancel and return the insurance contract within 30 days of the date it was issued to you ('cooling off period'), unless you make a claim under the contract within the cooling off period. If you cancel during this time, we will return the amount you have paid.

To cancel at other times, please see "Cancelling your policy" on page 54 of the policy wording.

Part 2: Policy Wording

Index

Insurer	21
Our agreement with you	21
Information you need to tell us	21
Defined terms	23
Section 1: Building	28
What is 'Building'?	28
'Building' is not	28
What we do and do not cover	29
Benefits within your sum insured	33
Benefits in addition to your sum insured	35
Basis on which claims are paid	36
Section 2: Loss of rent	39
What we do cover	39
Conditions- Section 2	41
Basis on which claims are paid	42
Section 3: Liability to others	43
What we do cover (liability)	43
What we do not cover (liability)	43
Making a claim	45
General terms and conditions	52
General exclusions	56

Insurer

Vero Insurance Limited, ABN 48 005 297 807, AFS Licence No. 230859, is the insurer and issuer of this policy. References to 'us', 'we' and 'our' in this Policy are to the insurer.

In arranging this insurance policy, Terri Scheer Insurance Pty Ltd ABN 76 070 874 798, AFS Licence No. 218585, will be acting under authority given to them by Vero. They will be acting as agents of Vero, not as *your* agent.

Our agreement with you

Your Policy consists of this Policy Wording and the *Policy Schedule* we give *you*.

The Policy is a legal contract between *you* and us:

- ▶ *you* agree to pay us the premium, and
- ▶ we will provide *you* with the cover *you* have chosen as set out in the Policy, occurring during the *period of insurance* shown on *your Policy Schedule* or any renewal period.

Information you need to tell us

Changing your Policy

If *you* want to make a change to this Policy, the change becomes effective when we agree to it, and when we give *you* a new *Policy Schedule* showing the revised details of the insurance. Any new *Policy Schedule* we give *you* will be in writing, and it will be effective if it is delivered:

- ▶ to *you* personally, or
- ▶ posted to *your* address last known to us.

Change of circumstances during the period of insurance

You must tell us as soon as possible:

- ▶ if *your* personal details change, including *your* name, mailing or insured address,
- ▶ if there is any significant change in condition or change in use of the *property*, for example, a change from *short stay* to *long stay* or from *long stay* to *short stay*,
- ▶ of any changes that increase the risk of a claim being made under this insurance, such as that *you* are having major renovations undertaken or the *property* falls into a state of disrepair,
- ▶ if *you* transfer the management of *your property* from one licensed real estate agency to another licensed real estate agency during the *period of insurance*,
- ▶ if *your property* ceases to be managed by a licensed real estate agent during the *period of insurance*. The Policy will come to an end at 4.00pm on the third business day following the day *your property* ceases to be managed by a *Property Manager*.

When *you* tell us that *your property* is no longer managed by a licensed real estate agent, we will cancel *your* policy and refund to *you* a proportion of the premium based on the remaining *period of insurance*, less any taxes which are not refundable.

Defined terms

Some key words and terms used in this Policy have a special meaning – these words are shown in *italic* throughout this document. If words and terms are only used in just one Section of the Policy, we will describe their special meaning in that Section. Wherever the following words or terms are used in the Policy, they mean what is set out below:

Above ground pool	A pool that has most of its water volume above the average ground level.
Accidental loss or damage	A sudden or unexpected loss which is caused by persons including <i>your tenant</i> , their family or their guests, but excludes: <ul style="list-style-type: none"> ▶ damage caused over a period of time, ▶ <i>malicious damage</i>, ▶ <i>deliberate damage</i>, ▶ damage otherwise excluded by this policy, and ▶ neglect, wear and tear.
Act	The <i>Act</i> of parliament relating to residential tenancies in <i>your</i> state or territory.
Act of Terrorism	An act, including but not limited to the use of force or violence and/or the threat of these, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is done for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/ or to put the public, or any section of the public, in fear.
Bond money/ monies	Those monies paid by the <i>tenant</i> and held as security deposit against damage or outstanding <i>rent</i> .
Building	<i>Building</i> is defined in Section 3: <i>Building</i> of this Policy

Building sum insured	This is the maximum amount we will pay under 'Section 1: Building' during any one <i>period of insurance</i> (excluding any amounts paid for 'Benefits in addition to your sum insured'). The amount of <i>your building sum insured</i> is shown in your <i>Policy Schedule</i> .
Excess	The first amount of any claim which <i>you</i> contribute. We will deduct the amount of the <i>excess</i> before the application of the maximum sum insured limits. The <i>excess</i> must be paid by <i>you</i> and is not considered a <i>re-letting expense</i> to be deducted from the tenant's bond money.
Floating timber floor boards	Timber floors which are loosely laid (i.e. not fixed) onto a subfloor such as a concrete slab. The floorboards may be secured around the edge of the room or to each other, but not to the subfloor.
Flood	The inundation of normally dry land by water from any watercourse, lake, canal, dam or reservoir.
In-ground swimming pool	A pool which has most of its water volume below the average ground level.
Lease	For <i>long stay tenancies</i> this is the contract in place between <i>you</i> and the <i>tenant</i> to rent the <i>property</i> in accordance with the Residential Tenancy Act in <i>your</i> state or territory. This can either be a fixed term or <i>periodical lease</i> .
Legal expenses	The expenses incurred by the appointment of a solicitor/lawyer, with our prior approval and for the purpose of minimising the claim.
Long stay tenancy/ tenancies	Tenancies which are governed by the Residential Tenancy Act in <i>your</i> State or Territory.

<p>Malicious damage</p>	<p>Damage committed on the <i>property</i> which is motivated by spite, malice or vindictiveness with the intention of damaging the <i>property</i>. This does not include:</p> <ul style="list-style-type: none"> ▶ damage caused by the landlord or someone acting under the express consent of the landlord or the landlord's family, ▶ <i>tenant</i> carelessness, neglect, unhygienic living habits or poor housekeeping, ▶ <i>deliberate damage</i>, ▶ damage caused by children, ▶ damaged caused by domestic pets, ▶ scratching, denting or chipping, or ▶ damage as a result of repairs or attempted repairs carried out by the <i>tenant</i>.
<p>Maximum amount</p>	<p>The maximum we will pay (inclusive of all <i>legal expenses</i>) for any one <i>occurrence</i> arising from an insured event.</p>
<p>Occurrence</p>	<p>Includes continuous or repeated exposure to substantially the same general conditions. We regard all death, bodily injury or loss of or damage to <i>property</i> arising from one original source or cause as one <i>occurrence</i>.</p>
<p>Period of insurance</p>	<p>The period shown on the <i>Policy Schedule</i>.</p>
<p>Policy Schedule</p>	<p>The schedule of insurance or any endorsement schedule we give <i>you</i>.</p>
<p>Property</p>	<p>The <i>building</i> at the <i>situation</i> set out in the <i>Policy Schedule</i> which is:</p> <ul style="list-style-type: none"> ▶ owned by <i>you</i>, ▶ for use by the <i>tenant</i>, ▶ primarily used as a residential rental, and ▶ which is on no more than 2 acres of land.
<p>Property Manager</p>	<p>The licensed real estate agent or on-site <i>Property Manager</i> shown as the 'managing agent' in the <i>Policy Schedule</i>. For <i>Short stay tenancies</i> this also includes letting agents.</p>
<p>Rainwater</p>	<p>Rain which falls naturally from the sky. It includes <i>rainwater</i> run-off over the surface of the land, but not <i>flood</i>.</p>

Rent	<p>For <i>long stay tenancies</i> this is the <i>rent</i> applying under the <i>lease</i> at the time of loss or damage.</p> <p>For <i>short stay tenancies</i> this is <i>rent</i> from documented (paper or electronic) rental bookings(s) or rental agreement(s), at the time of loss or damage.</p>
Rent arrears	Means the <i>tenant's</i> rental payments were in arrears to the extent that a vacate/breach notice on the grounds of a breach of the <i>lease</i> to pay <i>rent</i> could have been issued in accordance with the Residential Tenancy Act in <i>your</i> state or territory.
Short stay tenancy	<p>Tenancies which are not <i>long stay tenancies</i> and where each of the following applies:</p> <ul style="list-style-type: none"> ▶ a documented (paper or electronic) booking confirmation has been issued, ▶ no one individual booking is greater than 12 weeks in duration, and ▶ a deposit or full <i>rent</i> payment has been made to <i>you</i> or <i>your Property Manager</i>.
Situation	The address at which the <i>property</i> is located.
Storm	Violent wind, cyclone or tornado which may also include rain, hail or snow.
Storm surge	A rise in the sea level due to the meteorological conditions above the predicted astronomical tide level of a particular day.
Tenant	The person or persons named in the <i>lease</i> or documented (paper or electronic) booking confirmation who occupy the <i>property</i> and pay <i>rent</i> under either a <i>long stay tenancy</i> or a <i>short stay tenancy</i> .
Tenant's family	These people if they normally reside in the <i>property</i> - the <i>tenant's</i> spouse (legal or de-facto), or partner, parents, parents- in-law, siblings or siblings of the <i>tenant's</i> spouse, children or the children of the <i>tenant's</i> spouse.
Tenantable	The <i>property</i> could be reasonably and safely re-let in its current condition without adversely affecting the amount of <i>rent</i> being sought.

Tsunami	A sea wave caused by a disturbance of the ocean floor or by seismic movement.
Uninhabited	That in the 90 day period before loss or damage occurred, no person resided in the insured building overnight on at least one occasion.
Untenantable	The <i>Property Manager</i> could not reasonably attempt to re-let the <i>property</i> until loss or damage, has been repaired, replaced or reinstated but does not include periods of elective maintenance or improvement.
Watercraft	Any vessel, machine or object designed to be used on or in water.
You, Your	The person(s), companies or firms named on the current <i>Policy Schedule</i> as the 'Insured'.
Your family	Any member of <i>your family</i> who lives permanently with <i>you</i> , including <i>your partner</i> .

Section 1: Building

What is 'Building'?

Building means the *property* owned by *you* at the address shown in the *Policy Schedule*, used principally and primarily as a residential *building*, and includes:

- ▶ domestic fixtures and fittings i.e. built in air conditioners and heaters, plumbed-in dishwashers, garbage disposal systems, cook tops, built-in cabinetry, doors, walls, windows (and glass), tap ware, hot water systems and shower screens,
- ▶ structural domestic improvements such as paths, driveways, garden borders, *your* proportion of fencing, gates, retaining walls, in-ground swimming pools and spas (including attachments which fit into their filter systems),
- ▶ awnings, pergolas, TV antennae, satellite dishes and letter boxes,
- ▶ fixed floor coverings such as linoleum, floor tiles and parquetry, (but not carpets)
- ▶ fixed light fittings which are hardwired to the building,
- ▶ tennis courts,
- ▶ inclinators, and
- ▶ underground services such as plumbing, sewerage, water and electrical which are located on *your property*.

'Building' is not

Building does not include:

- ✗ common *property*,
- ✗ carpets, carpet underlay or *floating timber floorboards*,
- ✗ grass, lawn, artificial turf, plants, hedges, trees or shrubs,
- ✗ soil or bark (mulch) in gardens,
- ✗ *above-ground pools*,
- ✗ any jetty or other marine structure,
- ✗ caravans trailers or vehicles of any kind, or
- ✗ gravel, stones, shale, or soil on paths, driveways or tennis courts.

What we do and do not cover

If any of the Insured Events listed in this Section 1 occur during the *period of insurance*, we will pay for resulting loss or damage to *your Building*. This will be on the basis set out under the heading 'Basis on which claims are paid' and subject to the 'General terms and conditions' and 'General exclusions' applying to this Policy together with the requirements outlined under the heading 'Making a claim'.

Insured Events

a) **Accidental loss or damage**

We will not provide cover when:

- ✗ the *property* is occupied by or damaged by *you*, *your family* or *your family's non-paying guests*, or
- ✗ damage is covered by another Insured Event in this Section 1.

b) **Malicious damage** caused by:

- ▶ *your tenant*,
- ▶ *your tenant's family*,
- ▶ *your tenant's visitors*, or
- ▶ an unknown person e.g. a burglar.

We will not provide cover when:

- ✗ the *property* is occupied by or damaged by *you*, *your family* or *your family's non-paying guests*.

c) **Theft** or damage due to theft caused by:

- ▶ *your tenant*,
- ▶ *your tenant's family*,
- ▶ *your tenant's visitors*, or
- ▶ an unknown person e.g. a burglar.

We will not provide cover if:

- ✗ caused by *you*, *your family*, *your family's non-paying guests* or any person acting for *you*.

d) **Fire or explosion.**

e)	<p>Lightning, including power surge caused by lightning striking power supplies away from the <i>property</i>, but only when <i>you</i> can show us reasonable meteorological evidence that lightning was the most likely cause of the power surge.</p>
f)	<p>Earthquake</p> <p>✗ But not tidal wave or <i>tsunami</i>.</p>
g)	<p>Riot or civil commotion.</p>
h)	<p>Water damage due to the accidental escape of liquid from any:</p> <ul style="list-style-type: none"> ▶ <i>rainwater</i> pipes, roof guttering and drains, ▶ water main or pipe, ▶ water tanks, aquariums and hot water systems, ▶ roads, pathways, gutters, ▶ washing machine or dishwasher, and ▶ other parts of the <i>property</i> designed to contain or carry liquid such as sinks, basins, baths and cisterns. <p>We will not provide cover for:</p> <ul style="list-style-type: none"> ✗ loss or damage caused by the gradual escape of liquid over a period of time, ✗ loss or damage caused by the porous condition of any tiles, grout or sealant, ✗ loss or damage due to a leaking shower base which has not been fitted with a tray or water proof membrane, or ✗ the cost to locate or repair the defective part or item that causes the loss or damage.
i)	<p>Oil leakage from any heater</p>
j)	<p>Accidental glass breakage in:</p> <ul style="list-style-type: none"> ▶ fixed glass i.e. windows, ▶ fixed basins, ▶ baths, ▶ shower bases, and ▶ lavatory pans or cisterns. <p>We will not provide cover for glass:</p> <ul style="list-style-type: none"> ✗ that was damaged or that had imperfections before the breakage, or

- ✘ that is only chipped or scratched or which arises from any imperfections in the glass.

k) **Impact** by:

- ▶ motor vehicles or water craft,
- ▶ aircraft, space debris or satellites,
- ▶ falling trees and branches, or
- ▶ TV antennae, satellite dishes or radio masts.

We will not pay for:

- ✘ damage caused by tree lopping or felling carried out by *you* or at *your* request, or
- ✘ removal of the fallen tree or branch unless it is required to allow repairs to be carried out.

l) **Storm** or **rainwater**, but there is no cover for loss or damage:

- ✘ caused by *flood*,
- ✘ caused by wind, *rainwater*, hail or snow penetrating into *your building*, unless it enters as a result of structural damage made by the *storm*,
- ✘ caused by wind, *rainwater*, hail or snow penetrating into *your building* as a result of faulty design of *your building* or faulty workmanship in its construction,
- ✘ caused by wind, *rainwater*, hail or snow penetrating into *your building* as a result of structural alterations, additions, renovations or repairs,
- ✘ caused by the action of the sea, high water, high tide, *storm surge*, tidal wave or *tsunami*,
- ✘ due to erosion, subsidence, landslide, mudslide, expansion or contraction of the earth, any other earth movement or underground water,
- ✘ due to rust, corrosion, wear, tear or gradual deterioration,
- ✘ to swimming pool or spa covers or liners,
- ✘ resulting from *your* failure, or failure by *your Property Manager*, to maintain the *property* in a good state of repair or failure to fix damage or deterioration,
- ✘ due to a defect that *you* or *your Property Manager* were aware of or should reasonably have been aware of,
- ✘ to retaining walls, free standing walls, or

- ✘ to gates, fences or wall fences that would be considered by a reasonable person to be in an obvious state of disrepair before the loss or damage occurred.

Under no circumstances will we pay the cost of rectifying the defect itself.

m) **Electric motor burnout**

We will pay up to \$2,000 for the cost to repair or replace any motor in a household electrical machine or appliance, but only if:

- ▶ the electrical machine or appliance forms part of *your building*, and
- ▶ the motor is burnt out by electric current, and
- ▶ the motor is burnt out at the *property*.

We will not pay for:

- ✘ costs to replace fuses or protective devices, contact switches or relays, lighting or heating elements, starter switches, other parts where sparking or arcing occurs during their ordinary use,
- ✘ damage to mechanical parts of any description,
- ✘ the hiring of a replacement appliance or machine,
- ✘ any electrical appliance or component which is not an electric motor,
- ✘ mechanical parts which do not carry an electric current such as a pump,
- ✘ loss of or damage to computer software or data stored on a computer,
- ✘ lighting or heating elements, fuses or switches of any kind,
- ✘ damage to swimming pools, spas or their water as a result of fusion, or
- ✘ any amount recoverable under a manufacturer's guarantee or warranty.

However, *you* must contribute towards the cost of replacement parts where the age of the motor is more than 5 years. The contribution will be 7% of the cost of the replacement parts for each complete year of age from new.

For example: If the motor is 6 years old, we will depreciate it by 42% (6 years x 7%), meaning that if the cost of replacement parts is \$1000, we will deduct \$420 depreciation.

Benefits within your sum insured

The following additional benefits are payable provided that *your building sum insured* is not exhausted. For any additional benefits to be payable *you* must suffer or incur the relevant loss or damage to *your building* during the *Period of insurance*.

Benefit

a) Fees

If we agree to pay a claim under this Section 1 for loss of or damage to *your building*, we pay any reasonable fees which we have approved and which are incurred directly in relation to repair or replacement of *your building*.

b) Removal of debris

If *your building* is damaged and we agree to pay a claim under this Section 1, then we will pay the reasonable costs of demolition and removal of debris from the site to the nearest authorised facility.

If the damage for which we agree to pay a claim is caused by a fallen tree, which as a result becomes debris, we also agree to remove the tree from the site.

We will remove a standing tree or branch that formed part of the tree that caused the insured damage only if:

- ▶ we agree that the remaining tree or branch is unsafe,
- ▶ the remaining tree or branch only became unsafe as a direct result of the event covered under this Policy causing damage to the tree, and
- ▶ all necessary approvals have been obtained and removal of the tree or branch would not result in a breach of any laws, by-laws, regulations or contractual obligations.

We will remove a stump that formed part of the tree that caused the insured damage only if:

- ▶ all necessary approvals have been obtained and removal of the stump would not result in a breach of any laws, by-laws, regulations or contractual obligations, and
- ▶ not removing the stump would interfere with repairing or replacing the damaged part of the *building* required to settle your claim.

c) **Extra costs of re-instatement**

If your *building* is damaged, and we agree to pay a claim, we pay the extra costs necessary to meet the requirements of any statutory authority in connection with rebuilding or repairing the *building* at the site.

If only part of your *building* is damaged, we pay only the extra costs you incur in repairing that part.

We do not pay any extra costs which resulted from any notice which a statutory authority served on *you* before *your building* suffered loss or damage.

d) **Replacement of locks and keys**

We pay up to \$1,000 to replace or alter locks and/or keys if the:

- ▶ locks to *your building* are damaged, or
- ▶ keys to *your building* are lost, damaged or stolen from anywhere in Australia, provided such loss, damage or theft was not connected with the tenant or tenant's family or tenant's visitors or anyone living in *your building*.

e) **Contracting purchaser**

If *you* have entered a contract to sell *your building*, this Policy insures the purchaser from when they become liable for any damage to *your building* until the contract is settled or terminated, or until the purchaser insures *your building*, whichever happens first.

f) **Home rebuilt at another address**

If *your building* is replaced as a result of loss or damage insured by this policy, *you* may do so to your specifications at the *situation* shown on *your Policy Schedule* or another address you choose. We do not cover:

- ✘ any amount in excess of the amount we would pay if the change of address or specifications had not occurred.

Benefits in addition to your sum insured

The following additional benefits, if payable, do not exhaust *your building sum insured*. For any additional benefits to be applicable you must suffer or incur the relevant loss or damage to *your building* during the *Period of insurance*.

Benefit	
a)	<p>Automatic Reinstatement of sum insured</p> <p>This benefit applies to the <i>building sum insured</i> for <i>your building</i> as shown on the <i>Policy Schedule</i>.</p> <p>Following payment of a claim other than a claim for total loss the <i>building sum insured</i> will be reinstated, unless:</p> <ul style="list-style-type: none">▶ you request otherwise, or▶ we tell you otherwise.
b)	<p>Inflation adjustment</p> <p>During each <i>period of insurance</i> we increase the <i>building sum insured</i> by 0.25 of 1% of the <i>building sum insured</i> shown on the current <i>Policy Schedule</i> per month, until the next renewal date.</p>
c)	<p>Legal Costs</p> <p>If we agree to pay a total loss claim under Section 1 for loss of or damage to <i>your building</i>, we will pay the reasonable legal costs incurred in discharging any mortgage over <i>your building</i>.</p>
d)	<p>Location costs – escaping liquid</p> <p>If we have agreed to pay a claim caused by Insured Event h) 'Water damage' under Section 1, we will also pay the reasonable costs of locating the source of the leak, and of reinstating the parts of <i>your building</i> damaged or disturbed in the course of work.</p> <p>We do not pay for repair or replacement of the apparatus, tank or pipe itself.</p>

Basis on which claims are paid

Limit of amount payable

The maximum amount we will pay under Section 1: 'Building', during any one *period of insurance* (excluding any amounts paid for 'Benefits in addition to you sum insured') is the *building sum insured* shown in the *Policy Schedule*.

How we calculate what we will pay

After considering the terms and conditions of the Policy we will determine the amount of loss or damage that is covered. This will be reduced by:

- ▶ any available bond money from the *tenant**, then
- ▶ by any applicable excess (s)**.

We will then apply the policy limit (if applicable) to your claim and pay you the remaining amount.

*Refer to 'Bond money- Long stay' and 'Bond money – Short stay' in the General Terms and Conditions section of this policy for how bond money is applied to *your* claim.

**Refer to section 'Making a Claim' for excess values and how they are applied.

Repairing and replacing your building

When an insured event causes loss or damage to *your building* during the *period of insurance*, and we accept *your* claim, we will decide which of the following actions we will take.

- ▶ **Repair** – if we establish *your building* can be repaired, then we will repair it using new materials.
- ▶ **Replace** – if we establish that *your building* needs to be replaced, then we will replace it using new materials.
- ▶ **Pay you the amount to repair or replace** – if we decide to pay the cost of repairing or replacing *your building* then we will pay the lesser of the *building sum insured*, the retail value of the *building* fixture (if applicable) at the time of the loss or damage or the repair cost (if repairs are possible), whichever is less.
- ▶ **When you do not want to replace or repair your building** – if you do not want us to replace or repair *your building* and want cash instead, we will pay you the 'indemnity value' of the *building*, the *building sum insured* or the repair cost (if repairs are possible), whichever is the lesser.

Unless specified otherwise, we will assess your claim on the basis of the replacement value of the building, but to an amount no greater than the *building sum insured* shown in *your Policy Schedule*.

Replacement value for the purposes of this section means the reasonable and necessary cost of rebuilding, replacing or repairing the *building* (at the time of the loss or damage), to a condition which is equivalent to, but not more extensive than when it was new.

Indemnity value for the purposes of this section means the replacement cost, less an allowance for the age, wear and tear and depreciation of *your building* at the time of the loss or damage.

If *you* cause unreasonable delays in commencing or carrying out the rebuilding work, *you* must pay any extra costs that result from *your* delay.

Matching building materials

When we repair *your building* we will try to return it to the same condition as when new, or when last renovated, by making all reasonable endeavours to match existing *building* materials.

Where materials that are required to settle a claim that we have agreed to pay are not commercially available in Australia, then at our option we will:

- ▶ replace the damaged or lost material with the nearest equivalent or similar new material available in Australia or overseas, or
- ▶ pay the cost to replace the damaged or lost material with the nearest equivalent or similar new materials available in Australia or overseas,

but only in the room where the loss or damage occurred.

If only a part of *your building* is damaged and we agree to pay *your* claim, we will only pay for the part, or parts of the building that actually sustained damage. We do not pay to replace undamaged materials.

However, if:

- ▶ it is not possible to acquire new material that reasonably matches the undamaged material, and
- ▶ the amount of damaged material that cannot be matched to the undamaged material is more than 40% of the total material required if all the damaged and undamaged material was replaced,

then we will replace both the damaged and undamaged materials.

Example 1

There are 300 matching white wall tiles in the bathroom. As a result of a burst pipe, 8 bathroom wall tiles are damaged and we agree to pay the claim. In this example we would pay only the reasonable cost to repair or replace the 8 damaged tiles to a condition substantially the same as when new. If it is not possible to locate matching tiles we would still pay only the reasonable cost to replace the 8 damaged tiles.

Example 2

There are 300 superseded, matching wall tiles in the bathroom. As a result of a burst pipe, 140 wall tiles are damaged and we agree to pay the claim. It is not possible to locate tiles that reasonably match the remaining 160 tiles. Over 40% of the matching wall tiles have been damaged, therefore we would pay the reasonable cost to replace all 300 tiles (140 damaged and 160 undamaged) to a condition substantially the same as when new. We would be entitled to keep the 160 undamaged wall tiles by way of salvage. We would not pay to replace any tiles located in a room other than where the loss or damage occurred.

Salvage

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.

Section 2: Loss of rent

What we do cover

We will cover *your* loss of *rent* in connection with a *short or long stay tenancy* caused by any of the Insured Events listed in this Section 2 occurring during the *period of insurance*. The cover provided by this section is subject to the basis set out under the heading 'Basis on which claims are paid' and is subject to the Limits and Conditions applicable to this section and the General Conditions and General Exclusions applying to this Policy together with the requirements outlined under the heading 'Making a claim'.

Insured Event	Limit
<p>a) Untenantable – Long stay tenancies</p> <p><i>Your property becomes untenantable</i> for a minimum period of 7 days due to damage to the <i>building</i> caused by:</p> <ul style="list-style-type: none">▶ <i>malicious damage</i> by unknown persons,▶ theft▶ fire or explosion,▶ lightning,▶ earthquake,▶ riot or civil commotion,▶ water damage,▶ oil leakage,▶ accidental glass breakage,▶ impact ,▶ storm or rainwater, or▶ electric motor burnout. <p>We will pay loss of <i>rent</i> from the date the <i>property</i> became <i>untenantable</i> until whichever of the following occurs first:</p> <ul style="list-style-type: none">▶ the <i>property</i> becomes <i>tenantable</i>,▶ the commencement of a new tenancy, or▶ the Limit is reached.	<p>52 weeks loss of <i>rent</i></p>

b) **Untenantable – Short stay tenancies**

Your *property* becomes *untenantable* due to damage to the *building* caused by:

- ▶ *malicious damage* by unknown persons,
- ▶ theft
- ▶ fire or explosion,
- ▶ lightning,
- ▶ earthquake,
- ▶ riot or civil commotion,
- ▶ water damage,
- ▶ oil leakage,
- ▶ accidental glass breakage,
- ▶ impact ,
- ▶ storm or rainwater, or
- ▶ electric motor burnout.

We will pay your loss of *rent* commencing from the date the *property* became *untenantable* until whichever of the following occurs first:

- ▶ the *property* becomes *tenantable*,
- ▶ the commencement of a new booking, or
- ▶ the Limit is reached.

During the period the *property* is *untenantable*, we will only pay for loss of *rent* for those days where a documented rental booking was in place subject to the limit shown.

15 weeks loss of *rent* per claim, but no more than **\$50,000** in any one *period of insurance*.

Conditions - Section 2

A claim under 'Section 2- Loss of rent' may be refused or reduced if the following terms and conditions have not been met or followed.

Loss of rent before commencement of policy

We do not cover loss of *rent*, for any period before the commencement of the initial *period of insurance*.

Market conditions

This Policy does not cover *your* inability to *rent* the premises due to adverse market conditions. This means that if none of the Insured Events covered by Section 2 has occurred and the conditions of the rental market dictate that a vacancy period will be sustained between tenancies, the Policy will not cover that loss.

Alternate accommodation

Section 2 does not provide cover for alternate accommodation costs for the *tenant* as a result of the *property* becoming *untenantable* for any reason.

Failure to repair and re-let

You or *your Property Manager* must demonstrate that all reasonable steps have been taken to repair and re-let the *property* as soon as possible after the departure of the *tenant* or damage is discovered. If *you* fail to do so, we will commence the loss of *rent* claim from the point in time that it would have been reasonable to have repaired any damage and attempted to re-let the *property*.

Delaying repairs

If *you* cause unreasonable delays in commencing or carrying out any repair or rebuilding work, we will reduce the rental income benefit to take into account any loss of *rent* that results from *your* delay.

Vacant at time of loss

Untenantable loss of *rent* cover under Section 2, will only apply when:

- ▶ the *property* was tenanted immediately prior to, or at the time of it becoming *untenantable*, or
- ▶ *you* can demonstrate that the *property* would have been tenanted had the loss not occurred.

Basis on which claims are paid

Rent calculation

Long stay tenancies – loss of *rent* is calculated based on the weekly rent of the tenant who resided at the *property* either at, or immediately prior to the loss. The maximum weekly loss of *rent* recoverable is \$1,000, or the weekly amount shown for *rent* on your *Policy Schedule*, whichever is greater.

Short stay tenancies – loss of *rent* is calculated and payable based on the daily *rent* of each *short stay* booking that could not be fulfilled during the period the *property* was *untenantable*.

How we calculate your loss of rent

Long stay tenancies – we use the weekly *rent* of the *tenant* as described in 'Rent calculation' above, and then multiply this by the number of week's loss of *rent* that you are entitled to under the policy.

This amount is then reduced by any loss of *rent excess* (as shown on your *Policy Schedule*) and then if applicable, to the Limit that applies to the Insured Event being claimed.

Short stay tenancies – we use the daily *rent* of the *tenant* as described in 'Rent calculation' above, and then multiply this by the number of day's loss of *rent* that you are entitled to under the policy.

This calculation will include:

- ▶ any paid *rent* or deposits you have returned to *tenants* in relation to their documented rental bookings which could not be fulfilled, plus
- ▶ any unpaid *rent* in relation to documented rental bookings or rental agreements which cannot be fulfilled, plus
- ▶ any other shortfall in *rent* received for the period when future bookings cannot be accepted. If necessary, any shortfall in *rent* received will be determined by comparing the *rent* received to that received in the same period in the previous financial year and taking into account any change in the rents in this financial year.

The *rent* payable for each booking will then be combined. If the resultant amount exceeds the limit that applies to the associated Insured Event, it is then reduced to that limit.

Claims for more than one Insured Event

Where a claim is payable under more than one of the Insured Events of this Section, *you* may only claim under one of those Insured Events for any one period of *rent* loss.

Section 3: Liability to others

What we do cover (liability)

This section insures *your* legal liability as the landlord and owner of the *property* in respect of an *occurrence* happening during the *period of insurance* at the *situation* which *you* did not expect or intend to happen and which causes:

- ▶ death or bodily injury to other people, or
- ▶ damage to other people's *property*,

subject to the General Conditions and Exclusions applying to this Policy together with the requirements outlined under the heading 'Making a claim'.

The *maximum amount* we will pay for any claim or series of claims arising out of any *occurrence* is \$20,000,000.

The *maximum amount* includes all *legal expenses*:

- ▶ incurred by us,
- ▶ incurred by *you* with our prior written consent, and
- ▶ which are recoverable from *you* by a claimant when our lawyer is acting on *your* behalf.

What we do not cover (liability)

We will not indemnify *you* for any claim:

✘	in respect of death or bodily injury to <i>you</i> or <i>your family</i> ,
✘	in respect of damage to <i>property</i> . <ul style="list-style-type: none">• owned by <i>you</i>, or anyone employed by <i>you</i>, or• not owned by <i>you</i> but in <i>your</i> custody care and control,
✘	for any liability to pay benefits under any domestic workers compensation or accident compensation legislation,
✘	for death of or bodily injury to anyone employed by <i>you</i> or someone who lives with <i>you</i> if the death or injury arises out of their employment,

X	arising under the terms of any agreement unless liability would have attached to <i>you</i> in the absence of such agreement,
X	<p>caused by the ownership possession or use of any:</p> <ul style="list-style-type: none"> • motorised or mechanically propelled vehicle or motor cycle, • trailer or caravan, • aircraft, aerial device or <i>watercraft</i>, or • any vehicle or craft that is required by law to be insured under a compulsory third party insurance policy or scheme at the time of any <i>occurrence</i>. <p>However, this exclusion will not apply to any motorised garden appliance that is not required by law to be insured under a compulsory third party insurance policy or scheme at the time of any <i>occurrence</i>,</p>
X	in connection with <i>your</i> trade, profession or employment other than as landlord and owner of the <i>property</i> ,
X	arising out of alterations, renovations or building works at the <i>property</i> , where the cost of building or contract works, including labour and materials, exceeds \$50,000,
X	arising out of any deliberate or intentional act by <i>you</i> or someone acting with <i>your</i> consent,
X	arising out of any unlawful or criminal act,
X	arising out of pregnancy or the transmission or spread of any infectious disease or virus,
X	for any fine, penalty, punitive, exemplary, aggravated or multiple damages,
X	arising from demolition, vibration or interference with support of land, buildings or other <i>property</i> ,
X	arising out of the discharge, dispersal, release or escape of smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquid or gases, waste materials or other irritants, contaminants, or pollutants into or upon land, the atmosphere or any watercourse or body of water or any costs and expenses incurred in the prevention or remediation of such contamination or pollution, or
X	caused by or arising directly or indirectly, out of or in connection with the actual or alleged use or presence of asbestos.

Making a claim

Actions you must take in the event of loss or damage

In the event of loss or damage *you* must take the following actions:

- ▶ take all reasonable precautions to prevent any further loss, damage or liability,
- ▶ if *your property* suffers *malicious damage* or theft then *you* must report it to the police. If the loss is expected to exceed \$10,000, then the police report number needs to be submitted with *your claim*,
- ▶ not carry out repairs, except to prevent any further loss or damage, until we have had the opportunity to examine the damage and have authorised repairs,
- ▶ not delay in arranging the repair or replacement of stolen or damaged items after we have given *you* the authority to do so. We will not pay any increased costs or expenses which result from *your* unreasonable delay in returning the *property* to a *tenantable* condition,
- ▶ contact us as soon as possible after *you* become aware of any loss, damage or liability (refer to *your* schedule for the phone number). We will help and advise *you*, and explain the next steps *you* should take. We may also arrange for an assessor to attend and inspect *your property* if required,
- ▶ keep any damaged *property* or stolen *property* that *you* recover and let us inspect it if we need to. Please remember that we take over *your* legal right to recover the insured *property*, and
- ▶ not admit fault or settle or defend a claim without our prior agreement.

If *you* do not follow these steps we may be entitled to reduce the amount payable to *you* or refuse to pay a claim.

Providing Proof

Within 30 days of *you* becoming aware of loss, damage or liability *you* must give us full written details of *your* claim. Documents which we may ask for include but are not limited to:

- ▶ written booking confirmations, extensions and deposits made by future guests. Claims for loss of income will not be accepted for bookings made verbally which are not accompanied by a written booking confirmation,
- ▶ evidence of the rental values being claimed (for *short stay tenancies*), either by:
 - the immediate past twelve months rental history, or
 - a comparative valuation by a real estate agent, or
 - copies of all booking documentation in respect of current guests,
- ▶ proof of ownership i.e. receipts, valuations, photographs, warranties, instruction manuals etc for items which have been stolen or damaged,
- ▶ itemised quotes to repair/replace damaged items. If we have appointed an assessor, they can assist with sourcing quotes if required,
- ▶ a copy of the *tenant's* rental history and *Lease* if the claim involves loss of *rent*, *malicious / accidental damage* or theft by *your tenant*,
- ▶ copies of entry/exit and routine *property* inspection reports, if *your claim* involves *malicious / accidental damage* or theft (or to support any other claim),
- ▶ invoices to establish the cost of re-letting expenses that were deducted from the *tenant's* security bond, and
- ▶ any other court issued documents, letter, claim, writ or summons, in relation to a claim, as soon as possible after *you* receive it.

You must be able to prove to us that *you* have suffered a loss that is covered by this Policy before we will pay *you* for it.

Actions we take when a claim is reported

When we receive a claim from *you* we will:

- ▶ examine the circumstances to see if the loss, damage or liability is insured, and
- ▶ tell *you* if it is covered.

If the event is covered we will:

- ▶ tell *you* how the claim will be assessed, examined and paid and what further supporting documents *you* need to provide us,
- ▶ either deduct any *excess* from *your* loss or ask *you* to pay it to a repairer, supplier or us.

If we choose to replace items *you* must:

- ▶ assist us by giving accurate descriptions and specifications to us and suppliers, and
- ▶ replace items as requested.

If *you* do not wish us to replace items from suppliers we nominate, *you* may nominate another supplier but *you* must pay any additional costs incurred by us as a result.

Claim Payments

Claims payments may be paid either to:

- ▶ a supplier we have authorised to complete repairs or replacements,
- ▶ to a third party if *you* have a legal liability, or
- ▶ to *you*.

For the purposes of claim payments only, *you*, includes the policyholder and *property* owner as well as the licensed *Property Manager* who has been engaged (by way of a Managing Agency Agreement) to manage *your property*. Payments will be made to the party who submits the claim, unless otherwise notified in writing at the time the claim is lodged.

Settling or defending your claim

If we agree *you* have a claim, only we have the right to:

- ▶ make or accept any offer or payment, or in any other way admit *you* are liable,
- ▶ settle, or attempt to settle, any claim, or
- ▶ defend any claim.

You must co-operate with us in defending or settling *your* claim. *You* must tell us about and send us a copy of any notice, letter, claim, writ or summons, in relation to a claim, as soon as possible after *you* receive it.

If you prevent our right to recover from someone else

If *you* have agreed not to seek compensation from a person who is liable to compensate *you* for any loss, damage or legal liability (which is covered by this Policy) we will not provide *you* with cover under this Policy for that loss, damage or legal liability.

Contribution/other insurance

If at the time of any claim under this Policy there are other insurances covering the *property*, then we will have the right to seek reimbursement from the other insurer(s) in respect to their proportion of any loss, damage or liability. *You* must give us all information and assistance we may reasonably require.

Excesses payable in the event of a claim

An *excess* is an amount payable by *you* when *you* make a claim under *your* insurance policy. We will either deduct any *excess* from *your* loss or ask *you* to pay it to us or a repairer or supplier. The excesses which apply to claims under this Policy are:

Excess Type	Claim Type	Excess
Basic excess	Malicious damage and accidental loss or damage	\$100 (except for <i>malicious & accidental damage</i> caused by the tenant, their family and guests which have excesses of \$250). <ul style="list-style-type: none">• For <i>malicious damage</i> discovered at the end of a tenancy, only one <i>excess</i> will be applied.

		<ul style="list-style-type: none"> For <i>accidental loss or damage</i>, the <i>excess</i> applies per event. For each event reported together as one claim we will only apply an <i>excess</i> to a maximum of 2 events. The third and any subsequent events reported together as one claim will not have an <i>excess</i> applied provided that the loss or damage for each event would have exceeded the <i>excess</i> amount if it had applied.
Basic excess (cont)	Earthquake	\$200. This <i>excess</i> applies for claims directly or indirectly caused by earthquake. All loss, destruction or damage occurring within a period of 48 hours of an earthquake is regarded as the one event.
	Liability to others or any 'additional benefits' listed in Section 1,	Nil.
	Other claims	\$100 for any other claim for a claim type not listed above.
Underwriting excess	All claims	An additional <i>excess</i> may be imposed based on an assessment of the risk, the overall claims history or if the risk of claim is higher than usual. The amount will be shown on <i>your policy schedule</i> and is payable instead of the Basic <i>excess</i> shown in this table.

Uninhabited property excess	All claims except Liability to others	\$750. Where <i>your property</i> is vacant for a period of 90 days or more and we have agreed to provide cover, an additional <i>excess</i> will be applied to all claims until the <i>property</i> is re-tenanted. This <i>excess</i> is in addition to any Basic or Underwriting <i>excess</i> that might apply.
------------------------------------	--	---

If loss or damage results from more than one insured event, then the *excesses* that apply under each applicable section of the Policy will apply separately and *you* must contribute the total of all applicable *excesses*.

If a single insured event results in a claim under more than one Section of this Policy then only one *excess* will apply and that will be the largest *excess* applicable under any section under which a claim could be made.

What can affect a claim?

We may limit the amount payable or refuse to pay a claim for any of the following reasons:

- ▶ there has been a change in the risk, unless *you* inform us of it and we have agreed to cover it under this policy,
- ▶ when applying for this insurance or when making a claim *you*:
 - are not truthful,
 - have not given us full and complete details, or
 - have not told us something *you* should have,
- ▶ *you* do not comply with *your* duty of disclosure (refer to the Product Disclosure Statement on page 13 of this document),
- ▶ *you* do not at all times take reasonable care to:
 - protect any *property you* have insured with us against any initial or further loss or damage,
 - keep *your property* in good condition,
 - obey any laws or regulations that safeguard people or their *property*,
- ▶ *you* do not give us the supporting documents we require to assist with our decision in relation to a claim,

- ▶ if any fraudulent means or devices are used by *you* or anyone acting on *your* behalf to obtain benefits under this Policy. Furthermore, we may also cancel this Policy or take legal action against *you* if it is proven the claim *you* submitted was in any way fraudulent,
- ▶ *you* breach any of the conditions of the policy, including any endorsements noted on or attached to the *Policy Schedule*,
- ▶ *you* do any of the following without us agreeing to it first:
 - make or accept any offer or payment, or in any other way admit *you* are liable,
 - settle, or attempt to settle any claim,
 - defend any claim.

A claim may also be reduced by an *excess* – the amounts are shown on *your Policy Schedule*.

Does a claim affect your cover?

If we only pay part of the *building sum insured* to you, this policy will continue for the *period of insurance*.

If we pay the full *building sum insured* to you, all cover under this policy stops. There is no refund of the unused premium.

Other general obligations

If *you* do not take reasonable care to:

- ▶ avoid the risk of injury to *tenants* and others,
- ▶ ensure that *your property* does not have defects that may cause injury to any person at the time a *tenant* takes possession or that such defects identified at any other time are rectified promptly once they have been brought to *your* attention,
- ▶ maintain the *property* in a good state of repair,
- ▶ ensure that all building, maintenance or repairs to the *property* are undertaken by appropriately licensed and qualified person(s),
- ▶ comply with all statutory obligations, by-laws and regulations imposed by any public authority, for the safety of persons or *property*,

we will not pay for loss, damage, liability or injury to which this failure to take reasonable care contributes.

General terms and conditions

Payment of premium

You must pay *your* annual premium by 4.00pm on the due date. If we do not receive *your* premium by this time or *your* payment is dishonoured, this Policy will not start and there will be no cover - if *you* have not paid, *you* are not insured.

You can pay *your* premium in one annual payment by cash, cheque, postal order, MasterCard, Visa or BPay.

Important conditions

Cover provided by this Policy is only applicable where:

- ▶ *your property* is managed by a *Property Manager*,
- ▶ for *long stay tenancies*, there is a *lease* in place between *you* and the *tenant*. This *lease* must fall within the guidelines of the Residential Tenancy Act applicable to the State or Territory in which the *property* is located, and
- ▶ for *short stay tenancies*, a documented (paper or electronic) booking confirmation has been issued.

Actions and advice by or from your property manager

- ▶ Any notification, advice or discovery made to or by *your Property Manager* is considered to have been made to or by *you*.
- ▶ Any action taken or that should have been taken by *your Property Manager* is considered to be an act or omission by *you*.

Use of property

Cover provided by this Policy is only applicable when:

- ▶ the *property* is being used primarily for residential rental accommodation, and
- ▶ the *property* is no more than 2 acres (8000 sqm) in size.

Rent arrears

When the initial *period of insurance* commences after the beginning of the current tenancy, and at that time a *long stay tenancy* was in place, the following condition applies:

- ▶ *Malicious damage* (by a *tenant*) will be excluded if the *tenant* was in '*rent arrears*' during the 2 months prior to the commencement of the initial *period of insurance*. If the *tenant* subsequently brings their rental payments out of '*rent arrears*' for a period of two consecutive months, then this exclusion will not apply from the end of that two month period or the date of the commencement of the initial *period of insurance*, whichever occurs last.

Bond monies – long stay tenancies

Your Policy settlement will operate on the basis that *bond monies* equivalent to at least four weeks *rent* have been collected. This applies regardless of whether a full bond has been collected.

In the event of loss of or damage to *your property* caused by the *tenant*, *you* will use any available *bond money* to reduce *your* loss. If *you* have voluntarily returned the *bond money* to the *tenant*, and *you* lodge a tenant damage claim under Section 1 of this policy, we will reduce any amount we pay by the amount of prejudice we have suffered as a result of *your* actions.

Bond monies – short stay tenancies

Where *bond monies* have been collected from a *short stay tenant* and *you* are entitled to use it to reduce *your* loss, *you* must do so (this applies for Section 1 claims only).

Every effort should be made to collect monies owing for *rent* and/or damage from the *tenant* prior to lodging a claim.

Uninhabited properties

When the *property* is *uninhabited*, Section 1: 'Building' and Section 2: 'Loss of rent' will not apply unless *you* obtain our prior written agreement to provide the cover. If we agree to provide cover, an additional *excess* will be applied until the *property* is re-tenanted. This *excess* will be shown on *your Policy Schedule*.

Uninhabited means that in the 90 day period immediately before loss or damage occurred, no person resided in the *property* overnight on at least one occasion.

Other party's interests

You must tell us of the interests of all parties (e.g. financiers, owners, lessors) who have an interest in the *property* insured. We will protect their interests only if *you* have told us about them and we have noted them on *your Policy Schedule*.

Cancelling your Policy

How you may cancel

You may cancel this Policy at any time by telling us that *you* want to cancel it.

We will refund any premium *you* have paid us along with any refundable government charges, less an amount to cover the period for which we have already insured *you*.

How we may cancel

We may only cancel this Policy when the law says we can. When we cancel *your* Policy we will tell *you* so in writing. This notice of cancellation will be given to *you* in person or sent to *your* last known address.

We will refund any premium *you* have paid us along with any refundable government charges, less an amount to cover the period for which we have already insured *you*.

Goods and Services Tax (GST)

This section of the policy deals with:

- ▶ how GST is part of what *you* have to pay for the policy,
- ▶ *your* obligation to tell us about any input tax credit entitlement *you* may have for that GST, and
- ▶ how GST affects what we pay *you* for any claims *you* make and any limits on what we pay.

As part of the total amount payable for this insurance policy, we will include an amount on account of GST.

Each time *you* make a claim under this policy, *you* must tell us if *you* are entitled to claim an input tax credit for the GST amount charged on *your* policy and, if *you* are, the proportion of the GST that *you* can claim as an input tax credit.

If you are entitled to claim an input tax credit for the GST included in the amount payable:

If *you* do not tell us that *you* are entitled to an input tax credit, or *you* give us incorrect information about the proportion of the GST *you* claim as an input tax credit, then *you* may have a GST liability for claim payments we make. Any such GST liability *you* have remaining when we make a cash settlement (whether it is made to *you* or to a third party to whom *you* are liable) will be *your* responsibility, even if *you* tell us *your* correct input tax credit entitlement after the payment has been made.

The amount of premium payable by *you* for this Policy includes an amount on account of the GST on the premium.

The sum insured and policy limits include GST therefore we will not pay GST in addition to *your* sum insured or policy limit.

If you are not entitled to claim an input tax credit for the GST included in the amount payable:

The sum insured and policy limits include GST therefore we will not pay GST in addition to *your* sum insured or policy limit. Please remember, we will apply these terms and conditions in addition to any other terms and conditions in the policy.

Changes of terms and conditions

In some circumstances the terms and conditions of the policy may be amended by endorsement. If *your* policy is endorsed *you* will receive notification of this in writing.

Notices

Any notices we give *you* will be in writing, and it will be effective if it is delivered:

- ▶ to *you* personally, or
- ▶ posted to *your* address last known to us.

General exclusions

Buildings we do not cover

We do not insure *you* if *your building* is:

- ✘ used as a hotel, motel, nursing home or boarding house, or
- ✘ a house boat or caravan (whether fixed to the site or not), or
- ✘ a flat or unit or part of a block of flats or strata titled units, or
- ✘ used for business or trade, except for dwellings used principally as a place of residence that also contains an office or surgery, or
- ✘ in the course of construction, or
- ✘ in the course of being demolished, or is vacant pending demolition, or
- ✘ a temporary building, or
- ✘ situated in the Northern Territory or north of the 26 degree south parallel of latitude in Western Australia.

General exclusions applying to this Policy

We do not insure *you* for:

- ✘ any war (whether it has been formally declared or not), any hostilities, rebellion, revolution or theft of *property* as a result of any of these, or
- ✘ acts of Terrorism regardless of any other cause or even contributing concurrently or in any other sequence to the legal liability, loss, damage, cost or expense, or any legal liability, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism, or
- ✘ radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion, or
- ✘ any intentional act committed by the landlord, the landlord's family or any person acting with the express or implied consent of the landlord.

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to 1, 2 3 or 4 above.

Additional exclusions applying to all sections of this Policy

a) We will not pay a claim under any section of this Policy (unless stated otherwise) when the claim is caused by or arises directly out of:

X a bushfire or storm that occurs within 72 hours of the start of this insurance policy. However we will cover these incidents if your policy began on the same day:

- you bought the *property*, or
- another policy covering the *property* expired. If this is the case, we pay up to the sum insured covered under the expired policy (any increase in the *building sum insured* will not be covered for these incidents in the first 72 hours).

X flood,

X water seeping through a wall or floor,

X water entering the *building* through an opening made for the purpose of alterations, additions, renovations or repair,

X the removal or weakening of supports or foundations for the purpose of alterations, additions, renovations or repair,

X the action of the sea, high water or high tide, *storm surge*, tidal wave or *tsunami*,

X erosion, subsidence, landslide, mudslide, expansion or contraction of the earth, or any other earth movement, or underground water, other than as a direct result of:

- storm,
- earthquake,
- explosion,
- escaping liquid,

and occurring no more than 24 hours after the event,

X settling, shrinkage or expansion in buildings, foundations, walls or pavements,

- ✘ consequential loss, such as having to hire a washing machine because one, provided by you for the *tenants* use, was stolen,
- ✘ expropriation, lawful seizure, resumption, confiscation, nationalisation or requisition of any *property* by any lawfully constituted authority or persons,
- ✘ destruction of, or damage to the *building* by any government, public or local authority,
- ✘ any intentional act committed by *you*, *your family* or by any person acting with *your* express or implied consent,
- ✘ an act by the *tenant*, where consent for the act was given to them by *you*,
- ✘ rust, wear, tear, mould or mildew, oxidation, change of colour, the action of light, atmospheric conditions or vibration unless caused by an insured event,
- ✘ heat damage, or scorching where there is no actual fire damage such as scorching or marking of bench tops from hot cooking pots or pans - for the purpose of this exclusion fire damage means actual ignition, heat and flames,
- ✘ damage caused by cleaning with detergents, chemicals, steam or any other cleaning agent,
- ✘ damage caused by insects or vermin (such as termites, rats, mice or wildlife) but we will pay for any resultant fire damage to insured *property*,
- ✘ poor housekeeping by *your tenants* or a member of your *tenant's* family or your *tenant's* guests. Poor housekeeping includes costs associated with the *tenants'* untidy, unclean or unhygienic living habits,
- ✘ any loss or damage arising out of or connected with keys being provided for the purpose of *property* inspections,
- ✘ the *tenant* utilising the premises for trade, manufacturing or childcare with *your* knowledge and/or consent,
- ✘ tree roots,
- ✘ scratching or denting,
- ✘ inherent defects, faulty workmanship, structural defects, faulty design or any gradual process,
- ✘ mechanical or electrical breakdown or electrical power surge, other than the burning out of electric motors,

- ✘ damage to swimming pools or similar structures caused by hydrostatic pressure,
 - ✘ the actions of domestic pets.
- b) We will not pay a claim under any section of this Policy from the point in time that:
- ✘ the landlord takes over private management of the *property*, or
 - ✘ the landlord takes up permanent residence in the *property*, or
 - ✘ the *property* is vacant, is not advertised for sale, and:
 - no effort is made to prepare the *property* for a new *tenant*, or
 - no effort is made to replace the *tenant*.
- This effort must be within a reasonable period of:
- the *tenant's* departure from the *property*, or
 - *you* or *your Property Manager* becoming aware of their departure,
- whichever occurs later, or
- ✘ *your property* is vacant and advertised for sale. However we will provide the following limited cover under:
 - Section 1 '*Building*' and Section 3 '*Liability to others*' while the *property* is advertised for sale and *uninhabited* for a maximum period of 90 days. After the *property* has been *uninhabited* for 90 days, we will not pay a claim under any section of the policy unless you have obtained our prior written agreement for cover to be provided.
- c) We will not cover any loss, damage or liability that occurred prior to the commencement of the initial *period of insurance*.
- d) There is no cover for loss of or damage to water in swimming pools, spas or water tanks unless maliciously caused.

Financial Claims Scheme

The policy described in this Guide may be a protected policy under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling 1300 13 10 60.

Terri Scheer Insurance Pty Ltd

ABN 76 070 874 798

AFS Licence No: 218585

www.terrischeer.com.au

GPO Box 1619 Adelaide SA 5001

Phone: 1800 804 016

Facsimile: 1300 370 874

Email: customerservice@terrischeer.com.au

This policy is issued by
Vero Insurance Limited
AFS Licence No: 230859
ABN 48 005 297 807



MKT170(09/2010) TS00012 01/07/10 A