

YOUR PRODUCT DISCLOSURE STATEMENT AND INSURANCE POLICY

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FUNDAMENTALS HOME

INSURANCE PRODUCT DISCLOSURE STATEMENT AND POLICY

with Flood Cover

FUNDAMENTALS HOME

This Product Disclosure Statement (PDS) is issued by Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance and 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.

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.

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

Insurance Australia Limited trading as CGU Insurance 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.

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About This Insurance

Fundamentals Home Insurance

Fundamentals Home Insurance covers your buildings or contents for loss or damage as a result of any incident listed in this PDS.

We also provide protection for a range of additional covers and 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 and strata title mortgagee protection.

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

For **Exclusions to your cover**, see page 16 ►

What This Policy Covers

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
- in built swimming pools and spas
- boat jetties or pontoons that you are legally responsible for
- fences and gates (limits may apply).

Your buildings do not include:

- buildings that a tenant is liable for under the terms of a rental agreement
- plants, shrubs, trees or grass
- lawns
- loose or compacted soil, gravel, pebbles, rocks or sand
- dams.

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
- 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 (excluding cryptocurrency and non-fungible tokens (NFTs)) and negotiable documents
- watercraft less than three metres long that are not powered by a motor

Valuable items included in contents:

- 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 (excluding cryptocurrency and NFTs) 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
 - sporting equipment, unless it is being used.

Your contents do not include:

- unset precious/semi-precious stones
- cryptocurrency or non-fungible tokens (NFTs) and/or any devices or programs involved in the storage or transfer of cryptocurrency or NFTs
- 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 three metres long
- watercraft that are powered by a motor

- jet skis
- goods you use to earn an income at your home, **unless:**
 - the goods are office and surgery equipment.

What we will pay for contents

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

The most we will pay	
Contents	up to the contents sum insured as listed on your schedule (inclusive of GST) in total
Any content item, pair, set, collection or system of contents items	\$20,000 (inclusive of GST) per item, pair, set, collection or system
Office and surgery equipment – includes all battery-powered items, see below	\$2,500 (inclusive of GST) in total
Money (excluding cryptocurrency and non-fungible tokens (NFTs)) and negotiable documents	\$500 (inclusive of GST) in total
Watercraft less than 3 metres long that are not powered by a motor	\$5,000 (inclusive of GST) in total
Accessories and spare parts for motor vehicles, motorcycles, mini-bikes, caravans, trailers and watercraft	\$500 (inclusive of GST) in total
Valuable items included in contents	up to \$2,000 (inclusive of GST), in total – this amount is included in your contents sum insured
Any one item, pair, set, collection or system of valuables other than sporting equipment	\$1,000 (inclusive of GST) per item, pair, set, collection or system
Battery-powered items	\$1,000 (inclusive of GST) per item
Any one item, pair, set, collection or system of sporting equipment	\$1,000 (inclusive of GST) per item, pair, set, collection or system

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 content items

You can increase the maximum amount we will pay for any content item, pair, set, collection or system, excluding items with maximum limits (see page 5), by nominating an amount that is higher than \$20,000. Your contents will be listed on your schedule as 'special contents'.

Where your contents are covered

Your contents are only covered at your home.

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.

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, flood, rainwater or wind, **or**
- burglary or break-in

the most we will pay is up to \$1,000 (inclusive of GST) in total. This limit does not apply to swimming pools, saunas or spas, or their accessories.

Fundamentals cover

We will cover your buildings or contents for loss or damage as a result of the incidents listed on the following pages.

If you make a claim, you will need to pay any excesses that apply – you will only need to pay this amount once per incident.

Any cover we provide is subject to exclusions.

For **Exclusions to this cover**, see page 16 ►

Accidental breakage

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

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 only cover loss or damage as a result of a burglary or break-in following forcible and violent entry into your home. There must be evidence of the 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.

Deliberate or intentional acts

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

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.

Fire or explosion

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

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

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 or flood 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

We will cover your buildings or contents for loss or damage as a result of a lightning or thunderbolt.

Riots or civil commotion

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

Storm, flood, rainwater or wind

We will cover your buildings or contents for loss or damage as a result of storm, flood, rainwater or wind.

We will not cover loss or damage as a result of flood within 14 days (336 hours) of the start date of this policy, **unless:**

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

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.

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, if:
 - they have not been installed and constructed according to the manufacturer's specifications, and
 - such installation or construction caused or contributed to the loss or damage
- free-standing gates, fences or walls that are made of timber
- jetties, wharves, bridges or pontoons for damage by flood.

Vandalism or a malicious act

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

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 the cost of fixing or finding leaks that have not caused permanent damage to your buildings or contents.

We will only cover loss or damage as a result of 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.

Additional cover included in this insurance

Your insurance includes 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.

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 your cover**, see page 16 ►

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.

The most we will pay is up to 10 per cent of the buildings sum insured, as listed on your schedule.

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.

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 \$1,000 (inclusive of GST).

We will not cover this if you have not complied with the terms on which the credit cards or financial transaction cards were issued and your failure to comply with such terms contributed to the loss or misuse.

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.

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

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).

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

The theft must be reported to the Police.

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 or last renewed it.

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.

See also **Liability cover – when your buildings are a total loss**,
page 15 ►

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.

Any cover we provide is subject to exclusions.

For **Exclusions to your cover**, see page 16 ►

Liability cover – general

The most we will pay for all liability claims under this policy is \$20,000,000 (including GST).

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.

If you have insured your contents we will cover you for the amount you have to pay for any incident that happens anywhere in Australia.

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 3 metres long and is not powered by a motor
- 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:

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

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 your cover**, other than the Domestic Workers' Compensation optional cover, see page **16** ►

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.

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. The amount we will pay is subject to the relevant workers' compensation legislation in your State or Territory.

An excess may apply to this option.

To find out **who the insurer is** for this option, see inside front cover ◀

Strata Title Mortgagee Protection

This option provides cover for your mortgagee 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, **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 the loss or damage you can claim for under this policy.

This option is available:

- as an addition to a contents policy, **or**
- as a stand alone policy.

Exclusions To Your Cover

Any cover we provide, other than the Domestic Workers' Compensation optional cover, is subject to the following exclusions.

Fundamentals cover, 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
- 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.

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
- liability, cost or expense that arises or results from, or is in any way connected with, asbestos, whether directly or indirectly.

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
- 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
- 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
- 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 3 metres long and is not powered by a motor
 - 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'
- lawful destruction or confiscation of your property

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

We do not cover:

- any loss, damage, liability, injury or death caused by, arising from, occasioned by or through or in consequence directly or indirectly of war, invasion, acts of foreign enemy, hostilities (whether war be declared or not), civil war, insurrection, rebellion, revolution or military or usurped power
- any loss, damage, liability, injury, death, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:
 - an act of terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss, or
 - any action taken to control, prevent, suppress, retaliate against, or respond to an act of terrorism
- mechanical, structural, electrical, hydraulic, or electronic breakdown or failure unless the breakdown or failure results in loss or damage to insured property
- loss, damage, liability, claim, cost or expense directly or indirectly caused or contributed to by:
 - errors or omissions involving access to, processing of, use of or operation of any computer system or any unavailability or failure to access, process, use or operate any computer system, or
 - any unauthorised, malicious or criminal act (or any threat or hoax of this) involving access to, processing of, use of or operation of any computer system,

provided that this exclusion will not apply to physical loss or damage directly caused by an incident or event we cover you for under this policy except if caused by vandalism or a malicious, deliberate, or intentional act.

For example, we will not cover you if your home's security system cannot be used because of a cyber attack, but we will cover you for loss or damage from theft from your home as covered under this policy after your home's security system is impacted by a cyber attack

- loss, damage, liability, claim, cost or expense directly or indirectly caused or contributed to by loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data including the value of any data
- consequential loss except if specifically covered under this policy. This means we will not pay for direct or indirect financial or economic loss, for example loss of use or enjoyment, loss of profits or depreciation
- seepage, pollution or contamination, or any loss, damage, liability, injury, death, fines, penalties, punitive or exemplary damages caused by, arising from or in connection with any seepage, pollution or contamination
- any loss, damage, injury or death arising from or directly or indirectly caused by, contributed to by, resulting from or in connection with a communicable disease, or the fear or threat (whether actual or perceived) of a communicable disease
- loss, damage, liability, injury or death caused by or arising from any nuclear, radioactive, biological or chemical material or the use, handling, transportation or storage of such material.

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy (including any refund of premium), to the extent that such cover, claim, benefit or refund may contravene or expose us to any sanction, prohibition or restriction under United Nations resolutions or any trade or economic sanctions, laws or regulations of any country.

Your Responsibilities To Us

Your responsibilities when you are insured with us

When you take out a policy with us or make a claim, you have certain responsibilities that are set out in this section. These responsibilities also apply to any person that is covered by your policy.

If you don't meet your responsibilities, we may refuse to pay your claim or reduce what we pay for your claim. We may also decide to cancel your policy.

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.

It is important for you to know that we may make changes to this policy as a result of a change in your information. When there is a change, we will inform you.

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
- take reasonable steps to ensure that you and anyone acting on your behalf obeys all laws
- follow the conditions of this policy
- not make a fraudulent claim under this insurance policy or any other policy.

The course of action we take when you fail to do or provide notification of these things will be considered in each circumstance based on what impact or effect your failure to do these things or provide this information caused or contributed to the claim or our decision to issue your 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 burglary, theft or attempted theft, vandalism or a malicious act
- keep all damaged buildings or contents so we can inspect them at a reasonable time and place we choose
- give us any information or assistance we require to investigate and process your claim

When we make a request, we will only ask you for information or assistance that is relevant to your claim and we will tell you why it is needed. For example, receipts for purchase, or photographs of insured items that are stolen, as proof of ownership

- not pay or promise to pay for a claim, or admit responsibility for a claim.

You should not repair or replace any damaged buildings or contents without our consent.

You should seek our agreement before incurring any out-of-pocket expenses to ensure you will be able to claim those costs back on your policy. If you do not obtain our agreement first, we will only pay the reasonable costs. Refer to the 'How we settle a buildings claim' and 'How we settle a contents or valuable items claim' sections of this document for information in relation to what are reasonable costs.

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 unreasonable which prevents us from doing this and you must give us all the information and cooperation that we reasonably require in connection with the conduct of proceedings. We will act reasonably in exercising our discretion in the conduct and defence of any legal proceedings and in the settlement of any claim while we conduct any recovery action. We will keep you reasonably informed and updated with the progress of proceedings.*

When we make a request, we will only ask for information or cooperation that is relevant to our entitlement to make a claim against anyone else, or conduct, defend or settle any legal action, and we will tell you why it is needed.

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 course of action we take when you fail to meet your responsibilities will be considered in each circumstance based on what impact or effect your failure to comply caused or contributed to the claim or our decision to issue your policy.

Our Commitment To You

The General Insurance Code of Practice

We proudly support the General Insurance Code of Practice (Code). 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 commit us to high standards of service
- to promote better, more-informed relations between us and you
- to maintain and promote trust and confidence in the general insurance industry
- to provide fair and effective mechanisms for resolving complaints you make about us, and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code.

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 or the Code Governance Committee.

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 CGU protects your privacy

We use information provided by our customers to allow us to offer our products and services. This means we may need to collect your personal information, and sometimes sensitive information about you as well (for example, health information for travel insurance). We will collect this information directly from you where possible, but there may be occasions when we collect this information from someone else.

CGU will only use your information for the purposes for which it was collected, other related purposes and as permitted or required by law. You may choose not to give us your information, but this may affect our ability to provide you with insurance cover.

We may share this information with companies within our group, government and law enforcement bodies if required by law and others who provide services to us or on our behalf, some of which may be located outside of Australia.

For more details on how we collect, store, use and disclose your information, please read our Privacy Policy located at cgu.com.au/privacy. Alternatively, contact us at privacy@cgu.com.au or 13 15 32 and we will send you a copy. We recommend that you obtain a copy of this policy and read it carefully.

By applying for, using or renewing any of our products or services, or providing us with your information, you agree to this information being collected, held, used and disclosed as set out in this policy.

Our Privacy Policy also contains information about how you can access and seek correction of your information, complain about a breach of the privacy law, and how we will deal with your complaint.

How To Take Out Insurance

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 online at 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 28 ►
See **Your responsibilities when you are insured with us**, page 21 ◀

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 28 ►

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 may want to make certain changes to your policy, or notify us of changes to the information you have given us.

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. An additional premium may apply to the requested change.

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 we make the change before you pay any additional premium, then you must pay the additional premium by the date we tell you it is due or we may remove the change from your policy. If we cannot remove the change and maintain cover, we may cancel your policy.

If you move to a new home

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

You must contact us or your insurance adviser if you would like to insure your buildings at your new home.

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.

Your premium, including any discounts you may be eligible for, are subject to minimum premiums. We consider the minimum amount we are prepared to sell the policy for and may adjust your premium to ensure it does not fall below the minimum amount. Any discounts will be applied to your policy, only to the extent any minimum premium is not reached. This means that any discount you may be eligible for may be reduced. When we determine your premium on renewal, we may also limit any increases or decreases in your premium by considering factors such as your previous year's premium amount.

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 nominated account.

3. Interest on unallocated premium

If we are unable to issue your insurance when we receive your application, we are required to hold your Premium in a trust account on your behalf until your insurance can be issued. We will retain any interest payable by our bank to meet, among other things, bank fees and other bank costs we incur in operating the account.

What happens if you don't pay on time

When you take out insurance, you need to pay your annual premium or any instalments by the due date specified on your schedule. An instalment is unpaid if it cannot be deducted from your nominated account or credit card. If your premium is overdue we will send you a notice outlining the overdue amount and when it needs to be paid.

If your premium remains unpaid after the time period specified in the notice we send, we will:

- cancel your policy for non-payment, and
- refuse to pay any claim for an incident occurring after the cancellation date.

If you pay by instalment, we will send you a second notice either before cancellation informing you of the effective date of cancellation, or within 14 days after cancellation confirming the effective date of cancellation.

If you need to make a claim when your policy is overdue, and before your policy has been cancelled for non-payment, we will require you to pay the overdue amount as part of the claim settlement process. Alternatively, where the settlement method allows we can reduce the settlement payment by the overdue amount.

Your excess

If you make a claim, the excess is what you are required to contribute to the claim.

We will tell you:

- if an excess applies to your claim
- how much that excess is, and
- how we will collect this from you.

We can collect from you by:

- deducting it from what we pay you, or
- asking the repairer or supplier to collect it from you.

If we request you pay the excess, we will tell you who to pay and may require the payment as part of the finalisation of the claim.

The amount and type of excess that may apply to your policy is shown on your current schedule and in this PDS. In most instances you can select, at the time of your enquiry or application for insurance, the amount of the excess you wish to pay should you make a claim. When you select a higher excess amount we will normally reduce the amount of the premium you will have to pay. We take into consideration a number of factors in setting the amount of the excess. These include factors relating to the type of property being insured, where the property is located, the type of construction and your previous insurance and claims history. At the time of your enquiry or application for insurance, the amount of the excess will be advised to you.

Financial Claims Scheme

You may be entitled to payment under the financial claims scheme in the event that Insurance Australia Limited trading as CGU Insurance becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from <http://www.fcs.gov.au>.

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, residential address and who they are insured with
- any letters, notices or court documents about the incident as soon as reasonably possible after 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 reasonably 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 can, at your request, arrange assistance through our preferred repairers and suppliers.

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.

Our choice will have regard to the circumstances of your claim and consider any preference you may have.

If we decide to repair, rebuild or pay you the cost to repair or rebuild, we will:

- pay you up to the buildings sum insured, as listed on your schedule
- only repair the damaged parts of your home.

We don't pay for materials to match the undamaged parts of your home to create a uniform appearance. In the event of repairs, we will make a fair and reasonable attempt to match the repairs to undamaged areas using the closest match available. If you are not satisfied with the closest match, you are able to:

- pay the extra cost of repairing undamaged areas to achieve a matching appearance, or
 - we will pay you what it would have cost us to repair the damaged area provided that cost is available to or actionable by you
- 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.

How we calculate the amount if we choose to pay you

If your building is repairable, in some circumstances we will choose to settle your claim by deciding to pay you. We will pay you the reasonable costs of what it would cost us provided that cost is available to or actionable by you.

What are some examples of when we do this?

- when you decide not to repair or rebuild your home
- if you don't start repairing or rebuilding your home within 6 months of the loss or damage, or within any longer period we agree to in writing
- if not all the damage to your building is covered by this policy – you can find examples of these under 'Exclusions to your cover' in this policy
- your building may have had some damage that existed prior to the event you are claiming for
- your building cannot be repaired until other work that is required to be done by you is completed, or
- when it is the only way to settle your claim.

Calculation of the amount

- we may ask you to obtain a quote or we will obtain a quote for the repairs from our builder or repairer.
- if we obtain the quote we will provide you with details of the work that has been included:
 - this will be detailed in the quote, or
 - for larger claims we may include a scope of works
- we will confirm that the builder who has provided the quote is prepared to undertake the work – provided you have completed any work that is required to be done by you first
- the amount we will pay you will not be more than the buildings sum insured.

2. You must pay any excess that applies

If you make a claim, you will need to pay any excesses that apply as part of the finalisation of your claim.

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.

As part of the finalisation of your 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.

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

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 amounts 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 value of your land and buildings after the loss or damage occurred.

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 we will not pay any additional costs caused by any delay caused by you or any builder or supplier you engage or appoint for the repair or rebuilding work.

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 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 15 ◀

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

Our choice will have regard to the circumstances of your claim and consider any preference you may have.

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, or
- we will either pay you the cost to replace the entire pair, set, collection or system or replace the entire pair, set, collection or system. We will only do this if the entire pair, set, collection or system is completely inoperable because of the loss or damage to a single item which cannot be replaced or a single replacement item does not complete the pair, set, collection or system to make it operational, for example hearing aids.

To find out **what we will pay**, see page 5 ◀

How we calculate the amount if we choose to pay you

In some circumstances we will choose to settle your claim by deciding to pay you. We will pay you the reasonable costs of what it would cost us to repair or replace the items provided the cost is available to or actionable by you.

What are some examples of when we do this?

This may occur when the other settlement types under 'We will decide how we settle your claim' are unable to be used, or when it is the only way to settle your claim.

Calculation of the amount

If we choose to settle your contents or valuables claim by paying you the reasonable cost to repair or replace the items we will calculate this amount in the following way:

- if it was based on the cost to replace the item included as part of your claim:
 - we will agree with you the appropriate replacement item to settle your claim
 - we may ask you to obtain a quote or we will obtain a quote from our supplier to replace the item and supply it to you
 - we will use the quoted amount as the basis of the settlement
 - the amount we pay you will not be more than contents or valuables sum insured in total and the maximum amount per item, set, pair, collection or system as relevant.
- if it was based on the cost to repair the item included as part of your claim:
 - we will agree with you the repairs covered by your policy that are required to settle your claim
 - we may ask you to obtain a quote or we will obtain a quote from our supplier or repairer to repair the item for you
 - the quote will include the details of the repairs required
 - we will use the quoted amount as the basis of the settlement.

The amount we pay you will not be more than contents or valuables sum insured in total and the maximum amount per item, set, pair, collection or system, as relevant.

2. You must pay any excess that applies

If you make a claim, you will need to pay any excesses that apply as part of the finalisation of your claim.

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 or tsunami.

As part of the finalisation of your claim 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

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.

Where the loss or damage to an item that forms part of a pair, set, collection or system results in the pair, set, collection or system being completely inoperable, or if any replacement part does not function to enable operation with the remaining item/s in the pair, set, collection or system, then we will pay you the cost to replace the entire pair, set, collection or system. For example, where a single hearing aid is lost or damaged and a single replacement will not enable the pair to operate, we will replace both hearing aids.

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.

Where the loss or damage to an item that forms part of a pair, set, collection or system results in the pair, set, collection or system being completely inoperable, or if any replacement part does not function to enable operation with the remaining item/s in the pair, set, collection or system, then we will pay you the cost to replace the entire pair, set, collection or system. For example, where a single hearing aid is lost or damaged and a single replacement will not enable the pair to operate, we will replace both hearing aids.

Any salvage becomes our property.

How we settle a strata title mortgagee claim

1. What happens if your buildings are damaged?

If your buildings suffer damage we will pay the mortgagee the cost to repair that part of your buildings that suffered damage.

The most we will pay is the amount you owe on your mortgage, but no more than the amount listed on your schedule as the sum insured for strata title mortgagee protection.

2. If your building is a total loss

If your building is a total loss we will pay the mortgagee up to the amount you owe on your mortgage, but no more than the amount listed on your policy schedule as the sum insured for strata title mortgagee protection.

3. You must pay any excess that applies

If you make a claim, you will need to pay any excesses that apply as part of the finalisation of your claim.

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

Claim payment examples

These claim payment examples show you how a claim settlement may be calculated based on some practical scenarios. Any actual claim settlement amount will depend upon the facts of each case.

Claim Example 1	
Policy type	Building Insurance
Buildings sum insured	\$200,000
Optional cover	None
Basic excess	\$500
Loss or damage	Storm damage to your roof.
How we settle your claim	<ul style="list-style-type: none">• We arrange for a builder to repair your roof for \$3,000• We pay the builder \$2,500• We ask you to pay the builder the \$500 basic excess.

Claim Example 2	
Policy type	Contents Insurance
Contents sum insured	\$75,000
Optional cover	None
Basic excess	\$500
Loss or damage	Theft of your plasma television from inside your home following forcible entry.
How we settle your claim	<ul style="list-style-type: none">• We pay the supplier \$2,300• We ask you to pay the supplier the \$500 basic excess.

Claim Example 3	
Policy type	Building and Contents Insurance
Buildings sum insured	\$200,000
Contents sum insured	\$75,000
Optional cover	None
Basic excess	\$500
Loss or damage	Your buildings and contents are damaged by fire. We agree that you are unable to live in your home and you require temporary accommodation.
How we settle your claim	<ul style="list-style-type: none"> • We choose to pay you directly for the damage • We settle your claim for \$59,500 as follows: <ul style="list-style-type: none"> – Buildings repairs \$34,000 – Contents replacement \$15,000 – Costs for temporary accommodation \$11,000 – Less the basic excess \$500 – Total \$59,500.

Claim Example 4	
Policy type	Contents insurance
Content item limit	\$20,000
Basic excess	\$500
Loss or damage	An antique crystal vase worth \$30,000 is broken and damaged beyond repair.
How we settle your claim	<ul style="list-style-type: none"> • We pay you the item limit of \$20,000 • Less the \$500 basic excess. <p>Total payment to you is \$19,500.</p>

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 Australian Financial Complaints Authority (AFCA). The AFCA is contactable on 1800 931 678 (free call).

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

See **back cover** for contact details ►

Glossary

act of terrorism

includes any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:

- involves violence against one or more persons
- involves damage to property
- endangers life other than that of the person committing the action
- creates a risk to health or safety of the public or a section of the public, or
- is designed to interfere with or to disrupt an electronic system.

burglary

- theft or any attempt at theft following actual forcible and violent entry to your buildings, or
- theft following the threat of immediate violence or violent intimidation (including armed hold-up).

communicable disease

any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not,

- the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas between organisms, and
- the disease, substance or agent can cause or threaten bodily injury, illness, emotional distress or damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

cryptocurrency

any form of currency that only exists in digital form.

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

if you make a claim, the excess is what you are required to contribute to the claim. 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

Flood means the covering of normally dry land by water that has escaped or been released from the normal confines of:

(a) any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or (b) any reservoir, 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.

total loss

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

unable to live in your home

we will consider you are unable to live in your home if the loss or damage we cover has caused:

- significant interruption to water, gas, electricity, sewerage, heating or cooling connections

- significant damage requiring extensive repair, or
- an inability to use sleeping or cooling or bathroom facilities.

unoccupied home

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

us, we and our

refers to:

Insurance Australia Limited

ABN 11 000 016 722

AFSL 227681

trading as CGU Insurance,

except in the Domestic

Workers' Compensation

optional cover section,

where 'we' means Insurance

Australia Limited trading as

CGU Workers Compensation

ABN 11 000 016 722.

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.

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