

Home Insurance

Product Disclosure Statement



Supplementary Product Disclosure Statement (SPDS) Coles Home Insurance

SPDS Edition 1

This Supplementary Product Disclosure Statement (SPDS) was prepared on 7 October 2022 and will apply to all Coles Home Insurance Product Disclosure Statements (Preparation date: 5 August 2021) version COLHOMPDS000821 (PDS) with a new business effective date on or after 2 January 2023, or with a renewal effective date on or after 2 January 2023.

The information in this SPDS updates the terms contained in the PDS and should be read together with the PDS and any other applicable SPDS. These documents together with your Certificate of Insurance make up the terms and conditions of your insurance contract with us. Your current Certificate of Insurance outlines the cover you have chosen. If you would like another copy of your PDS please go to coles.com.au/insurance

Changes to the PDS

Your PDS is amended by the following:

Change 1 – The General Insurance Code of Practice (page 10)

All text under 'The General Code of Practice' is deleted and replaced with:

We put our customers at the forefront of everything we do. We proudly support the General Insurance Code of Practice. The objectives of the Code are:

- > to commit insurers to high standards of service
- > to promote better, more informed relations between insurers and their customers
- > to maintain and promote trust and confidence in the general insurance industry
- > to provide fair and effective mechanisms for resolving complaints consumers make about insurers
- > 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.

If you would like more information on the General Insurance Code of Practice and the Code Governance Committee you can visit the website insurancecouncil.com.au

Change 2 – General exclusions (pages 43–46)

The text directly under the 'What's not covered' heading on page 43:

We will not pay for any loss, damage or liability arising directly or indirectly from, or connected with, any of the following:

is deleted and replaced with:

We will not pay for any loss, damage or liability arising directly or indirectly from any of the following:

Change 3 – General exclusions (pages 43–46)

The following heading and exclusions will be added under the last general exclusion on page 46:

What else is not covered

Contamination we do not cover seepage, pollution or contamination, or any loss, damage, liability, fines, penalties, punitive or exemplary damages caused by, arising from or in connection with any seepage, pollution or contamination.

Cyber we do not cover:

- > 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 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.

Sanctions 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.

Change 4 – The claims process (pages 51–53)

The third bullet point under 'Help us manage your claim' on page 51 is deleted and replaced with:

- > co-operate fully with us, even if we have already paid your claim, which includes being interviewed by us or our representatives, providing us with statements, information, documents and help we need to deal with your claim (for example, bank statements, invoices or statutory declarations). We will only request information relevant to handling your claim and will explain why the information, documents and help is required.

SPDS Edition 2

This supplementary Product Disclosure Statement (SPDS) was prepared on 8 September 2023 and will apply to all Coles Home Insurance Product Disclosure Statements (Preparation date: 5 August 2021) version COLHOMPDS0000821 (PDS) with a new business effective date, or with a renewal effective date on or after 8 November 2023.

The information in this SPDS updates the terms contained in the PDS and should be read together with the PDS and any other applicable SPDS. These documents together with your Certificate of Insurance outlines the cover you have chosen. If you would like another copy of your PDS please go to coles.com.au/insurance

Changes to the PDS

Your PDS is amended by the following:

Change 1 – Insured events (pages 14–23)

The second bullet point under the 'Earthquake' heading on page 17:

- > landslide or subsidence that happens immediately as a direct result of an earthquake.

Is deleted and replaced with:

- > landslide or subsidence that happens within 72 hours of, and as a direct result of, an earthquake.

Change 2 – Demolition and removal of debris (page 33)

The paragraph under the 'Demolition and removal of debris' heading on page 33 is deleted and replaced with:

- > If an insured event causes loss or damage to your home and it is reasonably necessary for you to demolish part or all of your home and remove any debris, provided we agree to pay these costs before they are incurred.

Change 3 – Recovery actions (page 56)

The second paragraph under the sub heading 'What we can do' on page 56 is deleted and replaced with:

You must not do anything unreasonable that prevents us from doing any of these things and you must give us 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 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. See page 51 'Help us manage your claim'.

Coles Home Insurance Product Disclosure Statement

Welcome

Welcome to Coles Home Insurance. We know that when it comes to choosing the right policy for you, quality is everything. That's why we offer flexible Buildings and Contents cover options, at great value. So, you can be rest assured that your home and precious belongings are well protected, should something unexpected happen.

Coles Home Insurance is underwritten by Insurance Australia Limited (IAL) ABN 11 000 016 722 AFSL 227 681, part of Insurance Australia Group (IAG), Australia's largest insurance group. IAL is an insurance company supervised by the Australian Prudential Regulation Authority and is subject to the prudential requirements of the Insurance Act 1973 (Cth).

Only IAL as insurer can issue, vary or cancel Coles Home Insurance policies. IAL will also assess and pay claims.

IAL is the issuer for this Product Disclosure Statement (PDS), which was prepared on 5 August 2021.

How Coles Home Insurance works

This policy provides cover for your Building Insurance or Contents Insurance or both in Australia.

You can choose from:

- > Buildings cover,
- > Contents cover or,
- > Buildings and Contents cover.

This approach gives you flexibility as you can arrange your insurance to meet your particular needs.

To understand the benefits and Optional extras, when and how they will be applied, please read this document.

This PDS uses words that have special meanings. To make sure you are aware of these words and their meanings, please read the section Definitions on pages 11 - 14.

It is important that you decide whether this insurance is right for you. Any advice which we might provide is general advice only and does not take into account your personal circumstances.

Coles Home	Buildings cover	Contents cover
Insured events		
Accidental breakage of glass - Buildings	✓	✗
Accidental breakage of glass - Contents	✗	✓
Animal damage	✓	✓
Bursting, leaking or overflowing	✓	✓
Earthquake	✓	✓
Explosion	✓	✓
Fire	✓	✓
Flood	✓	✓
Impact damage	✓	✓
Lightning	✓	✓
Riot, civil commotion & industrial unrest	✓	✓
Storm	✓	✓
Theft or attempted theft	✓	✓
Vandalism and malicious acts	✓	✓
Legal liability		
Legal liability	✓	✓
Additional benefits		
Building modifications	✓	✗
Contents in the open air	✗	✓
Cover when you move address	✗	✓
Debit or credit card theft	✗	✓
Demolition and removal of debris	✓	✓
Emergency groceries	✗	✓
Frozen and refrigerated grocery loss	✗	✓
Funeral expenses	✗	✓
Guests' contents	✗	✓
Key and lock replacement	✓	✓
Professional and rebuilding fees	✓	✗
Replacement of documents	✗	✓
Temporary accommodation for homeowners and their pets	✓	✗
Temporary accommodation for tenants or strata scheme owners	✗	✓
Trees, plants and shrubs	✓	✗
Optional extras		
Accidental damage	✗	✓
Motor burn out cover	✓	✓
Portable contents cover	✗	✓

Our agreement

When you pay or agree to pay your premium, we agree to provide you with insurance for your home, in accordance with the terms and conditions in this document, for the period of insurance as set out in your Certificate of Insurance.

When you buy this insurance, we give you this PDS, any applicable supplementary PDS (SPDS) and your Certificate of Insurance which will reflect the information you provided to us when you bought this insurance. These documents form the contract of insurance between you and us. We refer to this contract as your policy.

Information in this PDS might change.

We'll either send you a SPDS or a new PDS if the change is significant. These will be made available at coles.com.au/insurance or you can request a paper copy.

From time to time, we may include more up-to-date information in the PDS that is not materially adverse without notifying you. You can get more up-to-date information by calling us or visiting our website.

Contact us:



coles.com.au/insurance



homeinsurance@coles.com.au



1300 265 374

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1. Important information

Your contract

Your policy is a contract between you and us and is made up of:

- > your Certificate of Insurance,
- > this Product Disclosure Statement (PDS), and
- > any applicable supplementary PDS (SPDS).

More than one insured

If there is more than one person insured, anything any insured says, does or omits applies to all policy holders. Each insured can act on behalf of all the insureds as their agent.

Certificate of Insurance

A Certificate of Insurance shows your level of cover plus any Optional extras you have added to your policy. It also shows the period of insurance your policy covers, which is the period of time you are insured for. We only cover you for incidents that happen during this time.

Receiving your policy documents

You can choose to receive your policy documents:

- > electronically by email, or
- > by post.

If we send your policy documents to you by email, we'll send them to the person and email address you have nominated. Any policy documents we send to this email address will be considered to have been received by you.

If we send your policy documents to you by post, we'll send them to the person and mailing address you have nominated for receiving policy documents. You are responsible for keeping your contact and policy details up to date.

Credit provider

You may have used all or part of your home as security for a loan with a credit provider. Your credit provider may be a bank, credit union or other type of lender. When you have Building Insurance, we may note any credit provider you tell us about on your current Certificate of Insurance.

Your premium

In return for paying your premium, we provide the cover you have chosen.



For more information about how we work out your premium, see our Home Insurance Premium, Excess & Discounts (PED) Guide. To get a copy of our Home Insurance PED Guide free of charge visit coles.com.au/insurance-information

Paying your premium

Keep in mind, you must pay your premium on time.

You can pay:

- > annually in one full payment, or
- > monthly instalments - via direct debit from your nominated bank account or credit card.

(If you pay your premium via monthly instalments, the total premium may be higher than if you pay one annual payment.)

Your Certificate of Insurance shows the amount you need to pay and the due date for your annual premium or each monthly instalment.

What happens if you don't pay on time

When you take out insurance, you need to pay your annual premium or any monthly instalments by the due date specified on your Certificate of Insurance. If you don't pay on time, we may cancel your policy.

If your annual premium is overdue, we will send you a notice outlining the overdue amount and when it needs to be paid.

If your annual 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 monthly instalments and 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 monthly instalments, 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.

A monthly instalment is unpaid if it cannot be deducted from your nominated bank account or credit card.

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.

To make any payments towards your insurance you can visit our online Insurance Service Centre: coles.com.au/insuranceservicecentre or, alternatively you can call us.

Cooling-off

If you change your mind and no longer want this insurance, you can tell us to cancel your policy within 30 days from:

- > the date we commence your policy, or
- > the start date of the period of insurance that applies when you renew your policy.

If you tell us to cancel your policy within the 30 days effective from the start date, we'll refund the premium you paid us in full. However, we will only do that if you haven't made a claim on your policy. You can also cancel your policy as set out in 'Cancellation' in this section (refer to page 4).

Online Self-Service Centre



You can update your policy information, view your documents, payments, lodge and manage a claim at our online Insurance Service Centre: coles.com.au/insuranceservicecentre

Changes to your policy

You may want to make a change to your policy (such as adding Optional extras to increase your cover). To make a change to your policy please contact us.

An additional premium may apply to the change. You are required to pay the additional premium at the time the changes are made.

If we agree to make the change, we will:

- > notify you if any additional premium applies to the change and require you to pay this amount by the date we tell you in order to make the change,
- > refund any amount we owe you due to the change, and
- > issue you with an updated Certificate of Insurance.

In some cases, when we receive any change in details from you, we may cancel your policy if the change materially increases risk under your policy. If we do, we will notify you of the cancellation.

Cancellation

In addition to your 'Cooling-off rights', you may cancel your policy at any time (for example, if you no longer want your policy).

There may be circumstances where we need to cancel your policy. We'll only do this if we are legally allowed.

Some examples of when we may cancel your policy are if you:

- > paid an annual premium, we'll refund your unused premium less any non-refundable government taxes, charges, or
- > pay your premium by monthly instalments, we'll deduct any unpaid monthly instalments that are due.

We may cancel your policy if you:

- > failed to answer our questions truthfully and accurately,
- > made a misrepresentation to us before the policy was issued,
- > made a fraudulent claim, or
- > failed to pay your premium by the due date specified on the notice we sent to you when your premium became overdue.

Return premium

If your policy is cancelled and you have paid an annual premium, we'll return any premium you have paid for the period after the cancellation date.

If your policy is cancelled and you are paying your premium in monthly instalments, there will be no return of any part of an instalment you have paid. However, you will not have to pay any instalments which would have become due after the date of cancellation (unless you have a total loss refer to the Claim section of this document, pages 46 - 59).

Premium write off

If we owe you a premium of less than \$5, we will not refund this premium. If we need to charge you an additional premium less than \$5, then we'll waive it.

Renewal

When it's time to renew your policy, we'll provide written notice at least 14 days prior to the expiry. We'll do this if we are prepared to renew your policy and provide the renewal date.

If we offer to renew your policy, we'll send you an updated Certificate of Insurance and quote a premium based on the information in your current policy. You should review any offer of renewal to ensure the insurance cover is still appropriate for you.

If you paid your last premium by monthly instalments, we'll continue to deduct payments from your nominated account or credit card, and your policy will automatically renew if we offer you a renewal.

If you do not want us to continue to deduct these monthly instalments and automatically renew your policy, please contact us prior to the expiry of your policy.

Assigning rights and appointing a representative

Assigning your rights

You must not assign any benefits, rights or obligations under your policy unless you get our written consent first.

Appointing someone to represent you

If you want to appoint someone to represent you in order to manage your policy or claim, then you need to tell us, and we need to agree that we will deal with them on your behalf. We will not unreasonably withhold our consent. We may have a concern with a party that you may want to appoint if they present a conflict of interest, for example, someone who supplies goods or services for your claim. We will not pay any costs charged by anyone you appoint to represent you.

Your responsibilities

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. 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 caused or contributed to the claim or our decision to issue your policy.

Notify us of changes

Let us know as soon as reasonably possible if:

- > you move address,
- > your home will be unoccupied for more than 60 days,
- > any change is made to your buildings or contents which we insure, and which might affect the nature of the risk covered by this policy,
- > you plan any building work, including any additions, renovations, alterations or modifications,
- > you need to increase the sum insured of your buildings or your contents,
- > you need to add any Specified contents for inside the home (refer to page 28) or Portable contents cover items (refer to page 40) or,
- > you or your family are charged with or convicted of any criminal offences.

If you tell us about any of these things, please be aware that we may charge an additional premium, change your level of cover or even cancel your policy in order to reflect the change in risk and terms upon which we have issued your policy. If you do not wish to accept our terms, you can cancel your policy.

We also require you to:

- > be truthful and frank in any statement you make in connection with your policy,
- > not behave in a way that is improper, hostile, threatening, abusive or dangerous,
- > take reasonable care to avoid a claim being made,
- > do everything reasonable to prevent further loss or damage to any property if an incident happens,
- > take reasonable steps to ensure you or anyone acting on your behalf obeys all relevant laws,
- > not make a fraudulent claim under this policy or any other insurance policy, and
- > follow the conditions of this policy,
- > maintain your home and keep your property in good repair,
- > take all reasonable steps to protect your buildings and your contents from loss and damage, and
- > on every occasion you leave your property lock all windows and doors and put into operation any alarm or other security system you have told us about.

There are also things you should and should not do if you make a claim under this policy. These are set out in the 'Claims' section (refer to pages 46 - 59). If you breach any of the terms of this policy we may refuse or reduce a claim, cancel your policy or do both. The course of action we take when you breach any of the terms will be considered in each circumstance based on what impact or effect your breach caused or contributed to the claim or our decision to issue your policy.

Reviewing your Buildings and Contents cover

Make sure you insure your buildings and contents for their replacement value.

You should regularly review your buildings sum insured and contents sum insured – especially after you renovate your home or buy new things.

Remember that the most we'll pay for any loss or damage is the sum insured. This is why it is important to have sufficient cover for any loss or damage which occurs.

When you insure your property, you must decide on a sum insured which is adequate to cover the current replacement cost of your buildings and your contents.

When your policy is renewed, we'll automatically adjust the sum insured for your building and general contents to account for inflation. However, you may have made some changes to your buildings or bought new contents. You must check your most recent Certificate of Insurance to ensure that the sum insured is adequate to cover the replacement cost of your home to meet the current building requirements and codes.

If you do not do this regularly, you may be under insured.



For a detailed calculation of replacement costs, visit coles.com.au/insurance-calculators

Please note that Specified contents inside the home (refer to page 28) and Portable cover (refer to page 40) which are listed separately on your Certificate of Insurance will remain insured for the values you nominated. As we will not increase the sum insured for these items on renewal, you must specifically ask us to increase or decrease these values, when necessary.

Your privacy is important to us

We and Coles Supermarkets Australia Pty Ltd ABN 45 004 189 708 AR 269259 and its associated entities ('Coles' companies') understand that your privacy is important to you, and we value your trust. That's why we protect your personal information and aim to be clear and open about what we do with it. our Privacy Policies outline how we collect, hold, use and disclose your personal information.

How we use your personal information

We and Coles' companies and the parties listed in the Privacy Policies will use your personal information for the purposes it was collected for. That usually includes providing you with assistance, a product or service you requested. Your personal information may also be used for other purposes that are set out in the Privacy Policies. You may choose to not give your personal information, however, not giving your personal information may affect our or Coles' companies' ability to provide you with a product or service, including processing an insurance claim.

Further information

Our Privacy Policies provides more information about how we collect, hold, use and disclose your personal information.

Our Privacy Statement also provides information about how you can:

- > access your personal information,
- > ask us to update and correct your personal information, and
- > make a complaint about our handling of your personal information.

We and Coles' companies may share your personal information with:

- > related entities,
- > Flybuys program partners,
- > service providers – which includes some service providers that may be based overseas, and
- > other organisations as set out in the Privacy Policies

If you'd like more details about the IAL Privacy Policy and Privacy Statement, need to correct your personal information, or stop receiving materials we send, please contact us.



You can also view a copy of the Insurance Australia Limited Privacy Policy and Privacy Statement on the website coles.com.au/insurance-information

How to resolve a complaint or dispute

We want to resolve any complaint or dispute you have and will try to do so as quickly as possible. These steps are part of our complaint and dispute resolution procedures.

Talk to us first

First, contact us and talk to one of our consultants about your concerns. The consultant may be able to resolve it for you. If not, they will refer you to a manager or you can ask to speak to one.

Contact Customer Relations

If the manager can't resolve your complaint, you can ask for it to be referred to our Customer Relations area. Or, you can choose to contact them by:

Free Call: 1800 045 517

Email: customer.relations@iag.com.au

Customer Relations will treat your complaint as a dispute and complete an independent review of the matter. Customer Relations will contact you if they require additional information or have reached a decision. Customer Relations will advise you of the progress of your complaint and the time frame for a decision in relation to your complaint.

Seek an external review of the decision

If you are unhappy with the decision, you can seek an external review. Customer Relations will provide you with information about external review options, such as referring you to the Australian Financial Complaints Authority (AFCA). Please note that AFCA can only assist if you have already tried to resolve your complaint by talking to the Customer Relations team.

To contact AFCA:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

AFCA is independent and manages the general insurance industry's external dispute resolution scheme, approved by the Australian Securities and Investments Commission.

Time limits may apply to lodge a complaint with AFCA, so if you have a complaint, it is important to lodge it promptly or visit the AFCA website to find out if there is a time limit with regard to your issue.

The General Insurance Code of Practice

We have adopted the General Insurance Code of Practice (Code) developed by the Insurance Council of Australia.

The Code aims to be a positive influence across all aspects of the general insurance industry including product disclosure, claims handling and investigations, complaints, relationships with people who are experiencing vulnerability and reporting obligations.

Insurers' compliance with the Code is monitored and enforced by the Code Governance Committee which is an independent body.

You can obtain a free copy of the General Insurance Code of Practice on request by contacting:

- > The Insurance Council of Australia's website:
www.codeofpractice.com.au,
- > The Australian Securities & Investment Commission on 1300 300 630.

Financial Claims Scheme

You may be entitled to payment under the financial claims scheme in the event that we become insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from www.fcs.gov.au.

Governing law, currency and GST

Governing law

This contract is governed by the law of the Australian State or Territory where the property insured under this policy is kept.

Currency

All dollar values described in your policy are a reference to the lawful currency of Australia.

GST

All dollar values described in your policy include GST, unless otherwise stated. If you are a business registered or required to be registered for GST purposes, then you must provide us:

- > your Australian Business Number (ABN), and
- > the percentage of any input tax credit you have claimed or are entitled to claim.

2. Definitions

Accident means not expected or planned by you.

Building means buildings as referred to on page 25 and situated at the site of your home as shown on your Certificate of Insurance as the insured address.

Certificate of Insurance means the document outlining the details of your insurance cover. This document changes when your policy is renewed or when we have agreed to any changes you have advised us of.

Collection means a group of related or similar items that have a higher value collectively than as separate items.

Common property means property owned by the body corporate or similar body, forming part of the company share, stratum or strata title development.

Communicable Disease means 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 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.

Contamination means to render impure by contact or mixture, or to degrade by introducing substances or organisms which are toxic.

Contents means contents as referred to on pages 27 - 28 and situated at the site of your home as shown on your Certificate of Insurance as the insured address.

Excess or **excesses** are the amounts(s) you are required to contribute towards the cost of a claim. The amount and types of excess that apply to your policy will be shown on your Certificate of Insurance.

Fixtures and **fittings** mean items which are permanently attached to your home or the site and are used for domestic and residential purposes.

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

- > a lake (whether or not it has been altered or modified),
- > a river (whether or not it has been altered or modified),
- > a creek (whether or not it has been altered or modified),
- > another natural watercourse (whether or not it has been altered or modified),
- > a reservoir,
- > a canal,
- > a dam.

Home means the private residential buildings at the insured address stated on your Certificate of Insurance, including domestic fixtures and permanent structural improvements. It must be occupied by you on a permanent basis or used as your holiday home. Your home may be used for limited business purposes if you have told us about it and we have shown it on your Certificate of Insurance.

Hydrostatic pressure means pressure of static ground water on items within the ground.

Insured event means any event for which we accept your claim under this policy.

Motor burn out cover (also known as fusion) means the cover to repair or replace an electric motor which forms part of your buildings or contents, if the motor burns out. You can purchase this cover as an Optional extra (refer to pages 39 - 42)

Open air means anywhere at the insured address that is not fully enclosed or lockable. For example, carports, verandas, driveways and pergolas.

Pair means two things which are used together or may be regarded as a unit.

Period of insurance means the period that is covered by your policy, shown on the Certificate of Insurance.

Policy means the contract between you and us and includes this document, any other applicable supplementary PDS(s) and the Certificate of Insurance.

Portable contents cover means the cover for unintentional loss or damage, to your eligible contents that is, inside your home, in the open air at your site and outside your site. You can purchase this cover as an Optional extra (refer to pages 39 - 42)

Premium means the total amount you pay for this policy, as shown on the Certificate of Insurance. It includes government taxes such as GST and any other duties or charges that apply. If you pay your premium by monthly instalments, your premium is the total of the instalments you need to pay over the period of insurance.

Set means a group of similar or related items that belong or function together.

Site means the land at the insured address of your home as shown on your Certificate of Insurance. It includes the garden or yard within the legal boundaries of that land. It does not include common property or a public area such as the nature strip outside your home.

Sum insured means the replacement cost of your buildings or your contents as shown on your Certificate of Insurance. It includes taxes and charges and is the maximum amount we will pay in settlement of any claim.

Terrorism means 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.

Unable to live in your home means that you or your family 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, or significant damage requiring extensive repair, or an inability to use sleeping or cooking facilities.

We, us and **our** means the product issuer Insurance Australia Limited (IAL).

Your family means your spouse or partner, or any of the following people who normally live with you:

- > your children, brothers, sisters, parents, grandparents or grandchildren, or
- > the children, brothers, sisters, parents, grandparents or grandchildren of your spouse or partner.

You and **your** means all the people named as the insured on the Certificate of Insurance.

3. Insured events

We cover loss or damage to your home and/or contents when certain things happen. These are known as 'Insured events'.

Accidental breakage of glass – Buildings

Available if you have:



Buildings cover

If any item shown here is unintentionally broken and has a fracture that extends through its entire thickness.

✓ **We will cover under Building Insurance:**

- > any glass which is a fixed part of your building, or
- > any shower screen, shower base, sink, basins, bath or toilet, which is accidentally damaged.

× **We won't cover:**

- > any glass which was already damaged or in an imperfect condition,
- > glass forming part of a conservatory or glass house,
- > a tiled shower base,
- > any part of a ceramic or glass cooking surface including a glass top or induction top, or
- > any damage where the breakage is not through the entire thickness of the glass or the shower screen, shower base, sink, basin, bath or toilet.

Accidental breakage of glass – Contents

Available if you have:



Contents cover

If fixed glass in an item shown here is unintentionally broken and has a fracture that extends through its entire thickness.

✓ **We will cover under Contents Insurance:**

- > any glass which forms part of your furniture, or
- > any hanging wall mirror, which is accidentally damaged.

× **We won't cover:**

- > any glass which was already damaged or in an imperfect condition,
- > glass that is in a TV, radio, computer equipment, watch or clock,
- > any part of a ceramic or glass cooking surface of any kind, oven doors, heaters or induction tops,
- > contents items such as hand mirrors, crockery, china, glassware, porcelain, crystal, vases, ornaments, glass in pictures, or
- > any damage which occurred while the item was outside your home, (For cover outside your home refer to pages 40 - 41 for our Optional extra, Portable contents cover).

Animal damage

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by an animal not kept at your site.

✓ **We will cover:**

- > loss or damage caused by animals not kept at your site.

✗ **We won't cover:**

- > loss or damage caused by:
 - vermin, wildlife, rodents, insects or reptiles,
 - birds or any animal pecking, clawing, chewing, scratching, tearing, biting or soiling any building or contents that are not completely enclosed or that are stored in the open air.
- > any animal kept in your home or at your site.

Bursting, leaking or overflowing

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by sudden and unexpected water leaking or escaping from an item shown below.

✓ **We will cover:**

- > loss or damage caused by the escape of liquid from:
 - a domestic appliance,
 - an aquarium holding more than 60 litres of water,
 - fixed heating or cooling systems,
 - basins, sinks, toilets, baths or spa baths,
 - drainage or sewerage systems, or
 - taps, fixed pipes, water mains, gutters, guttering, water tanks or fixed tanks.

× **We won't cover:**

- > the costs of:
 - repairing or replacing the item that the liquid escaped from,
 - repairing a leaking or faulty shower recess or base, or
 - locating the cause of the damage unless it is causing permanent damage and we have agreed to the costs beforehand
- > loss or damage caused by:
 - seepage or slow escape of liquid over time even if you were not aware,
 - leaking or faulty shower recess or base,
 - condensation,
 - watering systems or hoses,
 - escape of water from a stormwater pipe off the site, stormwater channel or canal, or
 - an inadequate drainage or sewerage system
- > loss or damage to retaining walls.

Earthquake

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by an earthquake.

✓ **We will cover:**

- > earthquake,
- > landslide or subsidence that happens immediately as a direct result of an earthquake.

× **We won't cover:**

- > loss or damage:
 - caused by high tide, tidal wave, tsunami or other actions of the sea, or
 - sustained more than 72 hours after the initial earthquake.

Explosion

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by an explosion and there is physical evidence of the explosion.

✓ **We will cover:**

- > explosion.

✗ **We won't cover:**

- > loss or damage to the item that exploded, or
- > loss or damage caused by any flammable substance kept at or brought into your home or onto your site if this is in breach of statutory regulations.

Fire

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by burning with flames.

✓ **We will cover:**

- > fire,
- > bushfire.

✗ **We won't cover:**

- > loss or damage which results from scorching, burning or melting where there was no flame,
- > loss or damage which results from smoke, ash or heat unless:
 - your buildings or contents have caught fire, or
 - a neighbouring building or contents has caught fire, or
 - there is a bushfire.
- > loss or damage if the fire was started with the intention to cause damage by:
 - you or someone who lives in your home or,
 - someone who enters your home or site with your consent, or the consent of someone who lives there.

Flood

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by a flood or rainwater run-off.

✓ **We will cover:**

- > flood,
- > rainwater run-off.

✗ **We won't cover:**

- > the costs of clearing debris or mud from tanks, spas or pools
- > loss or damage to:
 - retaining walls or free-standing walls,
 - soil, gardens and pot plants,
 - outbuildings not adequately secured to their foundations,
 - compacted earth, gravel or pebbles on paths or driveways,
 - swimming pool covers, spa covers or plastic/vinyl pool liners (this includes liners used in ponds and/or water features),
 - paths, driveways and paved or concrete outdoor surfaces,
 - textile awnings or blinds, external shade cloth or solar covers, or
 - external paintwork where there is no other damage to that part of your home
- > loss or damage caused by:
 - water entering through an opening resulting from poor maintenance or defective workmanship, construction or design,
 - water entering your home due to building alterations, additions or renovations,
 - gradual deterioration from rainwater, or
 - high tide, tidal wave, storm surge, tsunami or other actions of the sea.

Impact damage

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by an item shown below.

✓ **We will cover:**

- > loss or damage caused by the impact of:
 - a falling tree or branch,
 - an external flagpole, mast, aerial or satellite dish which breaks and collapses,
 - an aircraft, watercraft, motor vehicle or attached trailer or caravan,
 - debris from space, an aircraft, rocket or satellite, or
 - falling towers, power or communication lines or poles.

✗ **We won't cover:**

- > loss or damage caused by tree cutting, lopping or felling on your site,
- > costs to remove the stump,
- > costs to cut down or remove a tree if it didn't cause any damage to your home or contents, or
- > loss or damage caused by the roots of trees, plants or shrubs.

Lightning

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by lightning.

✓ **We will cover:**

- > lightning,
- > power surge only as a result of lightning.

Riot, civil commotion and industrial unrest

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by a riot or civil commotion.

✓ **We will cover:**

- > riot, civil commotion, industrial or political disturbance.

× **We won't cover:**

- > loss or damage arising after 72 hours from the commencement of any riot, civil commotion or industrial unrest,
- > loss or damage caused by:
 - you or someone who lives in your home,
 - someone who enters your home or site with your consent, or the consent of someone who lives there.

Storm

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by a storm.

✓ **We will cover:**

- > violent wind or thunderstorm (including a tornado or cyclone),
- > heavy rain, hail or snow.

× **We won't cover:**

- > the costs of clearing debris or mud from tanks, spas or pools,
- > loss or damage to:
 - retaining walls or free-standing walls,
 - soil, gardens and pot plants,
 - outbuildings not adequately secured to their foundations,
 - compacted earth, gravel or pebbles on paths or driveways,
 - swimming pool covers, spa covers or plastic/vinyl pool liners (this includes liners used in ponds and/or water features),

- paths, driveways, tennis court surfaces and paved or concrete outdoor surfaces,
- textile awnings or blinds, external shade cloth or solar covers, or
- external paintwork where there is no other damage to that part of your home.
- > loss or damage caused by:
 - water entering through an opening resulting from poor maintenance or defective workmanship, construction or design,
 - water entering your home due to building alterations, additions or renovations,
 - gradual deterioration from rainwater, or
 - high tide, tidal wave, storm surge, tsunami or other actions of the sea.

Theft or attempted theft

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by a theft or attempted theft.

✓ **We will cover:**

- > theft,
- > attempted theft.

✗ **We won't cover:**

- > theft or damage caused by:
 - you,
 - anyone who lives at your home,
 - anyone who entered your site with your permission or the consent of anyone who lives at your home.
- > theft or attempted theft:
 - from any common property or public area.

Vandalism and malicious acts

Available if you have:



Buildings cover, and/or



Contents cover

If loss or damage is caused by vandalism or a malicious act.

✓ **We will cover:**

- > vandalism, or
- > a malicious act.

✗ **We won't cover:**

- > if the vandalism or malicious act is committed by:
 - you or someone who lives in your home,
 - someone who enters your home or site with your consent, or the consent of someone who lives there.

4. Legal liability

Available if you have:



Buildings cover, and/or



Contents cover

This policy provides additional cover for legal liability.

✓ **We will cover:**

Legal Liability cover insures you against the costs of paying compensation for death or bodily injury to other people or for loss or damage to their property.

If your Certificate of Insurance shows that you have Buildings cover only, we cover your legal liability which results from an incident:

- > at your home or site, and
- > in connection with you owning or living in your home.

If your Certificate of Insurance shows that you have Contents cover only:

- > we cover your legal liability as a result of an incident which happens anywhere in Australia, but
- > we will not cover liability arising from, or in connection with, your ownership or occupancy of any residence, building, structure or land unless:
 - the liability arises from your home or site, and
 - you rent or lease your home or,
 - you own your home under company share, stratum or strata title.

If your Certificate of Insurance shows that you have Buildings and Contents cover, we cover your legal liability as a result of an incident which happens anywhere in Australia.

The most we will pay for all claims arising from any one incident is \$20 million. This amount includes GST and all legal and defence costs we have agreed to pay.

× **We won't cover:**

We will not cover liability for personal injury or property damage arising from, or in connection with:

- > any of the General exclusions on pages 43 - 46,
- > the use of any aircraft, other than model aircraft with a wingspan less than 1.5 metres,
- > the use of any watercraft other than canoes, surfboards, surf skis, sailboards or other non-motorised watercraft less than three metres in length,
- > the use of any vehicle other than ride-on mowers, motorised golf carts and motorised scooters which do not require registration and do not require compulsory insurance or to be covered under a statutory scheme,
- > any trade, business, occupation or employment carried on by you, your family or anyone living at your home,
- > the use of your home or the site for any business purpose or farming activity, unless we agree to the cover, and this is specified on your Certificate of Insurance,
- > vibration, removal, weakening or interference with any land, buildings or other property,
- > any asbestos or any products containing asbestos,
- > the transmission of any disease by you or your family or any contaminated body fluid or body product,
- > any illegal or unlawful activity by you or your family or anyone acting with the consent of you or your family,
- > an intentional act or omission by you or your family or anyone acting with the consent of you or your family, or any act or omission with reckless disregard for the consequences.
- > Legal liability claims:
 - by you, or
 - by your family, or
 - by any person who lives with you, or
 - by any person covered under cover for 'Legal liability',
- > claims where there is insurance required by law that provides cover for the liability,
- > liability which arises only because you or your family have agreed to take that liability on,
- > defamation,
- > any admission of liability you have made to the extent that you would not have been liable had you not made the admission,
- > loss or damage to any property in your care, custody or control other than property you live in as a residential tenant,

- > any building work, including any extensions, alteration or renovations to your home which is in progress that costs \$25,000 or more,
- > any civil or criminal penalties, fines, or exemplary, aggravated, punitive or multiple damages or awards for which you are liable,
- > any incident which did not occur during the period of insurance,
- > any event which you have organised or are legally responsible for, unless the event occurs in your home or at the site,
- > any animal other than a domestic dog or cat kept as a pet in your home or at the site,
- > any professional or amateur sporting activity,
- > actions brought against you in a court outside Australia,
- > the common property, where your home is a company share, stratum or strata title property,
- > the supply of any alcohol or drugs to the extent it causes, contributes to or gives rise to any claim.
- > the consumption of any drugs or alcohol unless the consumption did not cause or contribute to the incident,
- > tree lopping or tree felling on the site, or
- > the discharge, dispersal, release or escape of pollutants, waste materials or other irritants and contaminants on or into land, the atmosphere or any watercourse or body of water.

If you have Contents cover, we will not cover liability arising from, or in connection with, your ownership or occupancy of any residence, building, structure or land unless the liability arises from your home or site and you rent or lease your home or you own your home under company share, stratum or strata title.

5. Building Insurance

In this section, we outline what you're covered for when your Certificate of Insurance shows you have Building Insurance. We also outline any specific limits, exclusions and conditions that apply to your cover. General exclusions also apply.

What we mean by Buildings

Under Building Insurance we cover loss or damage to your home that you own. These buildings must be used for domestic or residential purposes and are fully enclosed with walls, fully glazed windows, doors and a roof.

Your buildings include:

- > domestic residential building(s) at your insured address that can be locked up,
- > fixtures or items permanently attached or fixed to your home that comply with local government or other law requirements – e.g. light fixtures, built in wardrobes, kitchen cupboards and floor coverings other than carpets or carpet tiles,
- > fixed wall or ceiling coverings,
- > tennis courts,
- > permanently installed swimming pools, saunas and spas (including their fixed accessories),
- > fixed shade sails, exterior blinds and awnings,
- > domestic appliances housed in purpose-built cupboards or bench space, such as a dishwasher,
- > alarm systems, air conditioners and domestic appliances such as a stove which are permanently connected to the electricity system,
- > fixed appliances which are permanently connected to the gas systems such as room heaters,
- > built in furniture,
- > fixed barbecues, clothes lines, aerials, masts and satellite dishes,
- > paved paths and paved driveways – up to \$10,000,
- > artificial lawns – up to \$1,000,
- > walls, gates and fencing, and service pipes, cables, poles, wires, meters and switches that you own or are legally responsible for.

Your buildings do not include:

- > anything which is listed under 'Your contents include' on pages 27 - 28,
- > a mobile home, caravan, houseboat or any temporary or demountable structure,
- > hotels, motels, boarding houses, commercial buildings, exhibition or display homes,
- > any part of the site that you use or intend to use for hobby farming activities, whether for profit or not (including stables, machinery or hay sheds, boundary or internal fences),
- > any part of a building or site used for conducting a business, trade or profession other than as described in your Certificate of Insurance,
- > any part of a building or structure which cannot be locked because it is undergoing any alteration or renovation or is being rebuilt,
- > buildings under initial construction,
- > a building which is owned under company share, stratum or strata title,
- > trees, plants, lawns, shrubs and hedges, planted in the ground,
- > seawalls, wharves, jetties or pontoons,
- > unpaved paths, unpaved driveways or the loose surfaces of paths, driveways or tennis courts,

- > carpets, carpet tiles or loose floor coverings,
- > internal blinds or curtains,
- > above ground swimming pools or movable spas or saunas,
- > electrical equipment which normally attaches to a power point only, or
- > any item which is not fixed to the buildings.

6. Contents Insurance

In this section, we outline what you're covered for when your Certificate of Insurance shows you have Contents Insurance. We also outline any specific limits, exclusions and conditions that apply to your cover. General exclusions also apply.

For Optional extra 'Portable contents', refer to pages 40 - 41.

General contents cover

We will pay up to a maximum amount for certain contents items, listed below. You can be covered for a higher amount for some of these items if they are listed as 'Specified contents' (refer to pages 28 - 29) on your Certificate of Insurance. You will need to inform us if you want this cover.

If you do not own your home, contents includes fixtures and fittings:

- > installed by you for your own use, or
- > for which you are legally liable, and which will be removed by you when vacating your home.

If you own your home under a company share, stratum or strata title, contents includes fixtures and fittings which are not insurable by the owner of the building or the body corporate.

Your contents include:

- > internal blinds or curtains, furniture and furnishings,
- > loose floor coverings including floating floorboards,
- > fixed carpets and carpet tiles,
- > above ground swimming pools or movable spas or saunas,
- > electrical equipment which normally attaches to a power point only,
- > clothing, bicycles and sporting equipment,
- > household tools and gardening equipment used for personal purposes,
- > ride-on mowers, motorised golf carts, motorised scooters, electric ride-ons which do not require registration,
- > musical instruments, photographic equipment and their accessories, and
- > electronic and audio-visual equipment.

Your contents does not include:

- > anything which is listed under 'Your buildings include' on page 26,
- > money or other negotiable financial items belonging to your business, trade or profession,
- > travel or other tickets, coupons or gift vouchers,
- > stock in trade,
- > pets or animals of any kind,
- > computer records or electronic data files,
- > unfixed building materials and uninstalled fixtures and fittings,
- > motor vehicles, motorcycles, trail bikes, motorised go karts or minibikes that require registration or a licence to operate,
- > caravans, trailers or horse floats,
- > boats or watercraft (other than canoes, surfboards, surf skis, sailboards or other non-motorised watercraft less than three metres in length) or their parts,
- > hang gliders or aircraft (other than model aircraft with a wingspan less than 1.5 metres) or their parts and accessories,
- > farm vehicles, farm trailers, farming implements or equipment,
- > plant or earthmoving equipment or their parts and accessories,
- > unset precious or semi-precious stones, or
- > unlicensed or unregistered firearms or firearms stored illegally at your home.

Specified contents – inside your home

Available if you have:



Contents cover

We limit how much we pay for certain valuable items that are part of your General contents.

You can choose to insure your valuable items inside your home for more than what we normally pay for those items. We call these Specified contents. Please refer to the table on pages 29 - 30, on which Content items can be listed as Specified contents.

✓ We will cover:

- > loss or damage to your Specified contents:
 - when an insured event takes place, or
 - when they are accidentally damaged, and you have optional cover for 'Accidental damage' (refer to page 39) in your home or at your site.

The most we will pay for an individual item is listed in the table on pages 29 - 30 (unless you list it separately for more). If you list any item as Specified contents, the sum insured for each group of contents, including any separately listed items will be shown on your current Certificate of Insurance and included in the contents sum insured.

× **We won't cover:**

- > Specified contents when they are at the following locations as described for your General contents:
 - in the open air at your site,
 - away from your home, or
 - in storage.

Contents with limits:

Item type	General content limit	Available for limit increase
Hand woven carpets, oriental rugs, artwork, antiques, curios, furs, collections and collectables	up to \$2,000 for any one item, pair, set or collection and up to \$5,000 in total	✓
Computers (including portable computers), computer equipment, electronic organisers, tablets and mobile telephones	up to \$1,000 per item and up to \$5,000 in total	✓
CDs, DVDs, videos, media purchased online, licensed computer games and software	up to \$2,500 in total	✓
Jewellery and watches	up to \$1,000 per item and \$5,000 in total	✓
Personal medical equipment, wheelchairs, artificial body parts, aids and accessories	up to \$1,000 in total	✓
Items containing gold or silver	\$1,000 per item and \$5,000 in total	✓
Money and negotiable documents of any kind	up to \$200 in total	×

Item type	General content limit	Available for limit increase
Accessories & spare parts for motor vehicles, motorcycles, minibikes, caravan, trailer and watercraft	up to \$500 in total,	×
Tools, instruments and equipment used for your business or occupation	up to \$1,000 per item and \$5,000 in total	×
Any contents stolen from an unlocked storage room, garage or shed	Up to \$1,000 per item	×

7. Additional benefits

The following benefits apply when we have accepted your claim. You should note that the following are subject to the General exclusions detailed on pages 43 - 46 and any conditions noted under the Additional benefit.

These benefits apply depending on the type of insurance you have.

Building modifications

Available if you have:



Buildings cover

If you suffer a serious injury during the period of insurance as a direct result of loss or damage to your buildings by an insured event, and that injury results in you becoming permanently and physically disabled.

✓ **We will:**

- > pay the required cost of modifications necessary to your insured building so that you can continue to live there, up to maximum of \$5,000.

× **We won't:**

- > pay if the injury is not a direct result of an insured event or for a claim we have not agreed to cover, or
- > if your building does not require modifications for you to continue to live there.

Contents in the open air at the site

Available if you have:



Contents cover

If we have accepted your claim for loss or damage caused to your contents by an Insured event.

✓ **We will:**

- > extend cover to your general contents in the open air at the site, up to 10% of the sum insured of your contents.

✗ **We won't:**

- > cover the following items when they are part of your General contents:
 - photographic equipment, mobile phones, pagers, computers and accessories for these items,
 - cash or negotiable instruments, travel or other tickets, coupons or gift vouchers, or
 - tools, instruments and equipment used for your business or occupation.
- > cover theft from:
 - a common area, or
 - an area owned by you to which others have access, including from a locked or unlocked vehicle parked in a common area, or
 - an area owned by you to which others have access.

We won't pay more than the maximum limits stated for items or groups of items outlined in the General contents' limits shown on pages 29 - 30, or the amounts you have specified for these items on your Certificate of Insurance.

Cover for when you move address

Available if you have:



Contents cover

If you move to a new home within Australia during the period of insurance and you wish for us to insure the new home, you will need to contact us and provide the full details of the new home.

We must agree to insure the new home and you may need to pay an additional premium and agree to any revised conditions if you wish for the change to be made to the policy.

If we agree to provide cover for the new home, we will issue you with a new Certificate of Insurance.

✓ **We will:**

- > cover your contents up to your contents sum insured, based on the terms of your current policy:
 - in your home,
 - at both your new and old address, and
 - while your contents are in transit, but only for loss or damage to the contents caused by a collision, theft or damage by fire of the vehicle transporting the contents.

Conditions:

- > We will only offer this benefit for up to 14 days from the day you start moving or until the end of your period of insurance, whichever comes first, and if you tell us:
 - the details of your new home necessary to apply for cover.
- > Before you start to move your contents to your new address:
 - we must agree to cover your contents at your new home, and
 - you agree to pay us any additional premium which may be due.

✗ **We won't:**

- > cover loss or damage to your contents at your new address **after** 14 days from the day you start moving.

Debit or credit card theft

Available if you have:



Contents cover

If your debit or credit card is stolen from your home during a theft and used without your consent and we agree to pay your claim for theft.

✓ **We will:**

- > pay up to \$1,000 for any one claim towards the fraudulent use of your credit cards.

✗ **We won't:**

- > pay if you have been reimbursed by the card issuer,
- > pay if you have not complied with the card issuer's requirements and your noncompliance caused or contributed to the loss, or
- > pay if the person responsible for the fraudulent use of these cards resides with you.

Demolition and removal of debris

Available if you have:



Buildings cover, and/or



Contents cover

If an insured event causes loss or damage to your home and we agree you need to demolish part or all of your home and remove any debris, provided we agree to pay these costs before they are incurred.

✓ **We will:**

- > arrange for and pay up to 10% of the buildings sum insured towards costs of the demolition of your home. (This benefit can be in addition to the sum insured of your buildings), or
- > pay up to 10% of the contents sum insured towards the removal of damaged contents debris from the site. (This benefit can be in addition to the sum insured of your contents).

✗ **We won't:**

- > pay for costs to remove any tree stumps, or
- > pay for costs to remove fallen branches or trees if your home has not been damaged by them.

Emergency groceries

Available if you have:



Contents cover

If your home or contents are damaged as a result of an insured event, you are unable to gain access to your home and we have agreed to pay your claim for temporary accommodation.

✓ **We will:**

- > pay up to \$250 for any one claim towards the cost of emergency groceries.

Frozen and refrigerated grocery loss

Available if you have:



Contents cover

If loss or spoilage to frozen and refrigerated food occurs as result of an unforeseeable interruption of the public electricity supply to your home.

✓ **We will:**

- > pay for the replacement of the frozen and refrigerated food up to \$500 in any one period of insurance, without charging an excess if the claim is only for food spoilage.

✗ **We won't:**

- > pay if the interruption was caused by industrial action.

Funeral expenses

Available if you have:



Contents cover

If there is a death of any person residing at your home as a result of an insured event we have agreed to cover.

✓ **We will:**

- > pay up to \$5,000 for any one claim.

Guests' contents

Available if you have:



Contents cover

If contents belonging to guests or visitors are stolen or damaged as a result of an insured event we have agreed to cover.

✓ **We will:**

- > pay up to \$1,000 in any one period of insurance towards the required cost to repair or replace the items, but only if we would have paid this claim had the contents been your own.

✗ **We won't:**

- > pay if the contents are already insured under another policy entered into by a third party or by a policy required by law.

Key and lock replacement

Available if you have:



Buildings cover, and/or



Contents cover

If the keys for an external door or window lock to your home are stolen during a theft at your site and we agree to pay your claim for theft.

✓ **We will:**

- > pay up to a maximum of \$500 per incident towards costs of rekeying or replacing locks and cylinders on the doors or windows for which the stolen keys were intended.

× **We won't:**

- > pay for the rekeying or replacement of locks and cylinders which are the responsibility of the body corporate.

Professional and rebuilding fees

Available if you have:



Buildings cover

If an insured event causes loss or damage to your home and you need to pay certain fees to repair or rebuild your home.

✓ **We will:**

- > pay up to a maximum 10% of the sum insured of your buildings towards:
 - reasonable fees of architects, consultants, engineers, surveyors and solicitors necessary for the repair or replacement of your home. (This benefit can be in addition to the sum insured of your buildings) or,
 - any fees we agree you need to pay to meet the requirements of a statutory authority.

× **We won't:**

- > pay for fees to rebuild any part of your home which was an illegal construction,
- > pay if a statutory authority served a notice on you before the insured event took place and as a result of that the fees covered under this benefit are increased,
- > pay any costs relating to undamaged parts of your home.

Replacement of documents

Available if you have:



Contents cover

If we have accepted your claim for theft and your personal documents such as passports and birth certificates have been stolen as part of the theft.

✓ **We will:**

- > pay up to \$1,000 towards the replacement of these documents.

Temporary accommodation for homeowners and their pets

Available if you have:



Buildings cover

If an insured event causes loss or damage to your home and due to this you are unable to live in your home.

✓ **We will:**

- > pay up to a maximum 10% of the sum insured of your buildings for similar accommodation for you and your family for no more than 12 months while your home is being repaired or rebuilt,
- > pay up to a maximum \$500 for temporary accommodation in a commercial boarding establishment for your domestic pets.

Conditions:

- > you have been living in your home on permanent basis prior to the insured event occurring,
- > we agree to pay the costs before they are incurred.

✗ **We won't:**

- > cover costs if you did not move out of your home,
- > cover costs if you do not intend to rebuild or repair your home,
- > cover any costs you incur beyond the period it should have reasonably taken to repair or rebuild your home.

Temporary accommodation for tenants or strata scheme owners

Available if you have:



Contents cover

If an insured event causes loss or damage to your home and due to this you are unable to live in your home.

If you are a tenant and need to pay any extra rent costs, we agree are appropriate for your temporary accommodation for you, your family and your domestic pets that you normally keep at your site.

✓ **We will:**

- > deduct your usual rental expenses from the amount we pay. For example, if you pay \$400 per week rent, and your temporary accommodation is \$500, we will pay \$100. We will pay up to 10% of your contents sum insured until the end of your original lease agreement or a maximum of 6 months, whichever happens first.
- > pay up to a maximum \$500 for temporary accommodation in a commercial boarding establishment for your domestic pets.

If you own and live in your strata scheme home, we will cover the costs for temporary accommodation that we agree are appropriate for you, your family and your domestic pets that you normally keep at your site.

✓ **We will:**

- > pay additional living expenses that we agree are appropriate up to 10% of your contents sum insured for a maximum of 12 months or when the property has been repaired and you can move back in, whichever happens first,
- > pay up to a maximum \$500 for temporary accommodation in a commercial boarding establishment for your domestic pets.

Conditions:

- > you must have been living in your home on permanent basis prior to the insured event occurring,
- > we must agree to pay the costs before they are incurred,
- > if you're a tenant you must provide proof of your rental agreement which includes the rental payments and length of lease.

× **We won't:**

- > cover costs if you did not move out of your home,
- > cover costs if you do not intend to rebuild or repair your home,
- > cover costs if the accommodation was covered by any other contract of insurance.

Trees, plants and shrubs

Available if you have:



Buildings cover

If an insured event completely destroys your plants, trees and shrubs.

✓ **We will:**

- > pay up to \$2,000 towards the costs of similar replacement of your trees, plants, lawns, shrubs or hedges.

× **We won't:**

- > pay if the loss or damage was caused by the following:
 - flood,
 - storm, or
 - bursting leaking or overflowing.
- > Pay for costs to remove any tree stumps, or
- > pay for costs to remove fallen branches or trees if your home has not been damaged by them.

8. Optional extras

If you choose to include any of these Optional extras to your policy, you will need to pay an additional premium. If you have added any Optional extras they will be shown on your Certificate of Insurance. The below options depend on the type of insurance you have.

Accidental damage

Available if you have:



Contents cover

You can choose to cover accidental damage to your contents. If you do,

- ✓ **We will** cover accidental loss or damage to your contents and will pay:
 - > the cost of replacing the damaged or lost item(s), or
 - > the limits set out in the table on pages 29 - 30.

- ✗ **We won't:**
 - > pay for damage under this benefit caused by any of the 'Insured events' listed on pages 14 - 23,
 - > pay for the breakage of glass forming part of a ceramic or glass cooking surface of any kind, oven doors, heaters or induction tops.

Motor burn out cover

Available if you have:



Buildings cover, and/or



Contents cover

You can choose to cover your electric motors for burn out (also known as fusion) for up to 10 years from when they were made. You can choose to add Motor burn out cover for your Contents Insurance, for your Building Insurance or both. If you do,

- ✓ **We will:**
 - > pay the required cost up to \$3,000 per per incident towards repairing or replacing an electric motor which forms part of your buildings,
 - > pay the required cost up to \$2,000 per per incident towards repairing or replacing an electric motor which forms part of your contents.

This includes the service call, parts and labour.

- > pay up to \$500 towards the replacement of frozen or refrigerated food which has been spoilt as a result of the motor burn out, (for contents Motor Burn out cover only).

× **We won't:**

- > pay for an electric motor used for business, trade or professional purposes,
- > pay for an electric motor that is more than 10 years old from its date of manufacture,
- > pay for electric motors if the loss or damage is covered by a warranty,
- > pay the cost of any part which does not form part of an electric motor,
- > pay for fuses, switches, electrical contacts or protective devices, or
- > pay for the removal or re-installation of a submerged or underground motor.

Portable contents cover

Available if you have:



Contents cover

You can choose to cover your Portable contents Australia-wide – that is, inside your home, in the open air at your site and outside your site. This will provide cover for theft, loss or damage.

There are two types of cover:

- > Unspecified portable contents, and
- > Specified portable contents.

Unspecified portable contents cover

Unspecified portable contents cover provides cover for eligible items described in the table on page 42, in Australia. These items are not specified.

For Unspecified portable contents you can choose a sum insured of the following and be covered up to that amount without listing your Portable content item(s):

- > up to \$1,000 total,
- > up to \$2,000 total,
- > up to \$3,000 total,
- > up to \$4,000 total, or
- > up to \$5,000 total.

The sum you choose will be shown on your Certificate of Insurance.

Specified portable contents cover

If you wish to specify a portable item to be covered Australia-wide, this involves individually listing any of the items described in the table below. If you add this option to your policy, you need to advise us of the items and the amount you want to insure them for.

If you choose to add cover for either Unspecified or Specified portable contents cover

✓ We will:

- > repair or replace your personal effects to the same condition as when they were new up to the maximum amount that is specified for the item, or
- > pay you the required cost of repairing or replacing your personal effects to the same condition as when they were new up to the maximum amount that is specified for the item. (Refer to pages 53 - 54 for more information on claims under this 'Optional extras'.)

Condition:

- > In the event of a claim you must be able to provide evidence of the value and ownership for all Unspecified and Specified portable items.

✗ We won't:

- > cover loss or damage from scratching or denting of an item,
- > cover items lost or damaged while being cleaned, repaired, altered or restored,
- > cover items for sale, on display, exhibition or on consignment,
- > cover damage caused by overwinding, electrical or mechanical breakdown or failure, or
- > cover the disappearance of an item when the cause cannot be established.

Unspecified and Specified portable contents cover apply to eligible contents, including:

- > jewellery and watches,
- > handbags, purses and wallets, excluding their contents,
- > prescription eyeglasses, contact lenses and sunglasses,
- > binoculars, telescopes
- > portable music systems, E-books and CB radios,
- > laptop computers, mobile phones and tablets,
- > cameras, photographic equipment, video cameras and associated accessories,
- > hearing aids, wheelchairs and mobility devices such as motorised mobility scooters,
- > baby capsules, child car seats, prams,
- > bicycles,
- > medals,
- > portable musical instruments,
- > non-fabric travel bags, suitcases and briefcases, excluding their contents,
- > picnic sets, picnic rugs and non-fabric camping equipment,
- > sporting equipment and related accessories, and
- > writing instruments.

Unspecified or Specified portable contents cover does not apply to the following:

- > cash, credit or debit cards, negotiable items or documents,
- > tools of trade and professional instruments,
- > items used for business, trade or professional purposes,
- > photographic equipment, while being used underwater,
- > fishing and sporting equipment, musical instruments or firearms, while someone is using them,
- > CDs, DVDs, films, audio or video tapes,
- > bicycles, skateboards, scooters, surfboards or other watercraft - when in use,
- > tents or camping equipment or their accessories, when in use,
- > hand-held computer games, toys or hobby equipment,
- > musical instruments which are used professionally,
- > musical accessories such as amplifiers,
- > stamp or coin collections, and
- > artificial limbs, dentures or dental appliances.

9. General exclusions

As flexible and as extensive as your home policy is, we simply can't cover everything. So, here's a list of things your insurance won't cover.

What's not covered

We will not pay for any loss, damage or liability arising directly or indirectly from, or connected with, any of the following:

Actions of the sea including storm surge, tidal waves, tsunamis and high tides.

Any breach of statutory obligations, government or local authority regulations or by-laws, or the costs of complying with any notices received before you make a claim under this policy.

Breakdown including mechanical, electrical or electronic breakdown, failure or malfunction of an item, except as provided for by the buildings or contents – Optional extras for Motor burn out (refer to pages 39 - 40).

Building work and **Construction** or any building work, including any extensions, alterations, renovations or whilst your home is in the course of initial construction.

Chipping, cracking or **scratching** of any item or surface.

Communicable Disease we do not cover any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.

Courier or **postal delivery** of any insured property.

Damage to swimming pools, spas, septic tanks or other in ground structures, including their surrounds, caused by hydrostatic pressure.

Damage whilst in use damage to musical instruments, fishing and sporting equipment or firearms while someone is using them.

Depreciation or loss of your home or Content's value.

Earth movement, landslide, landslip, subsidence, erosion, settling, heaving, shrinkage, expansion or any other earth movement unless it happens immediately as a result of an earthquake.

Electronic data

- (i) the corruption, destruction or alternation of or damage to data, coding program or software, or
- (ii) the unavailability of data or reduction in functionality, availability or operation of hardware, software and embedded chips, or
- (iii) any business interruption resulting from (i) or (ii).

Error in computer programming or instructions to the computer.

Fine, penalties, charges or GST you are liable for that arise from misrepresenting (or failing to disclose) your actual input tax credit entitlement in the settlement of any claim or premium relating to the policy.

Imminent events including bushfires, grass fires, flood, storm, rainwater or named cyclone occurring within 48 hours of the start date of your policy, unless:

- > you first took occupation of your home no more than 24 hours before the start date of your policy, or
- > your policy replaced another policy covering the same home and there has been no break in cover, in which case our liability is limited to the lower sum insured under the two policies.

Lawful seizure, repossession, confiscation, nationalisation or requisition of your home or your contents.

Legal liabilities of any nature whatsoever, but this exclusion for legal liability will not apply to the distinct cover for legal liability set out on pages 23 - 25.

Loss of profit or **consequential loss** of any kind, unless specifically covered under this policy. Consequential loss means any direct or indirect financial or economic loss that you or anyone else may suffer. For example loss of use or enjoyment, loss of profits or depreciation.

Misplaced item(s) that is any item which is unaccounted for, lost or misplaced other than as provided for under the contents Optional extra, for Portable contents cover (refer to pages 40 - 42).

Motor vehicles that are required to be registered.

Mould, algae or mildew, wet or dry rot, or rising damp unless it is caused by an insured event.

Non-compliance with government regulations relating to buildings.

Nuclear contamination the actual or threatened existence or operation of nuclear, chemical or biological weapons or nuclear fuel, waste or materials, actual or threatened contamination or pollution from such agents, ionising radiation, the combustion, detonation, fission or fusion of nuclear fuel or nuclear materials, or action taken by a public authority or anyone authorised by such authority to prevent, limit or remedy such threat, operation, pollution or contamination.

Poor maintenance or inadequate maintenance or failure to keep your home in good repair.

Power surge other than as a direct result of an insured event.

Pre-existing damage or any loss or damage which occurred before the start date of your policy.

Processes of:

- > cleaning, repairing, restoring or retouching of any item,
or
- > any process necessarily involving the use of chemicals,
or
- > the application of heat.

Removing or **weakening** supports or foundations for alterations, additions, renovations or repair.

Shrinkage, settlement, vibration, contraction, or expansion in building, foundations, walls or pavements.

Structural defects including inherent defects, faulty design or workmanship.

Stump or **tree removal** of trees or plants that have fallen but not damaged your home.

Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss or any action in controlling, preventing, suppressing, retaliating against, or responding to any act of Terrorism.

The **incorrect siting** of **buildings**.

Tree felling or **tree lopping** on the site.

Tree or plant roots and any of their actions.

Unlawful, malicious or deliberate acts by you or someone:

- > who lives in your home, or
- > who is a member of your family, including a de facto spouse, or
- > who has entered your home or site with your consent, or the consent of a person who lives in your home, or
- > who is acting with your permission or implied consent.

Unoccupancy if your home or the site is unoccupied for longer than 60 consecutive days, unless you have told us about this and we have agreed to provide cover.

War, riot, nuclear materials or asbestos

- > war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, or
- > radioactivity or any radioactive substances or nuclear fuel, nuclear waste or nuclear material, or
- > asbestos.

Water damage including:

- > water seeping through or into walls, roofs or floors,
- > water entering your home through an opening made for the purpose of alterations, additions, renovations or repairs.

Wear and tear including gradual deterioration, rust, corrosion, fading or deterioration from exposure to light.

Workers' Compensation or any coverage that requires compulsory insurance or employer liability insurance.

10. Claims

We know that having your property stolen or damaged is stressful. Our claims team is here to support you by guiding you through the claims process.

How to Claim

If you are lodging a claim online or calling us, ensure your claim is lodged as soon as reasonably possible, as any delay could disadvantage you.



Lodge and manage a claim 24/7,
365 days a year through our online
Insurance Service Centre:

coles.com.au/insurance/make-a-claim or,



Call us - on 1300 265 374

If you do the following, we'll be able to handle your claim as quickly as possible.

1

Do what you can to take safe and reasonable steps to prevent or avoid any further loss, damage, injury or liability.

2

Call the police as soon as you can if the claim involves:

- > theft or attempted theft, or
- > malicious acts or damage, or
- > impact by a vehicle, or
- > civil unrest.

Give the police a list of items which have been stolen or damaged and keep a record of the incident or report number.

3

Hold on to any damaged property in case we need to inspect it at a reasonable time and place. So, make sure you don't arrange replacements or authorise any repairs without telling us first.

4

Notify us if someone is holding you responsible for death or bodily injury to other people or for loss or damage to their property, or if you have received any demands or correspondence related to any such claim.

If someone is holding you responsible make sure you, **don't**:

- > admit that you are, or may have been, at fault or responsible for the incident,
- > make a promise or offer to pay anyone for anything, and
- > delay in sending us any relevant documents you receive.

Buildings – what we will and won't pay

What we will pay

If your buildings are insured and loss or damage to your buildings occurs as a result of an insured event during the period of insurance, and

- > we agree to accept your claim, we will, choose whether to:
 - repair or rebuild your buildings, or
 - pay the necessary cost as determined by us of repairing or rebuilding your buildings.

When we settle your claim, we will have regard to the circumstances of your claim and consider any preference you may have.

We will pay up to the sum insured of your buildings, or up to any limit that applies under the relevant additional benefit, less any applicable excess.

If we choose to repair or rebuild your buildings, we can nominate the builder, repairer or supplier.

If we choose to repair your buildings, we will:

- > make our best attempts to match the materials used when your buildings were built or last renovated,
- > only repair or rebuild the parts of your buildings that have been damaged as a result of the insured event, and
- > not pay to repair or replace undamaged materials or sections of your building in order to create a uniform effect throughout your home.

If you wish to have additional repairs completed to undamaged materials or sections in order for materials to match, you are able to:

- > pay the extra cost of repairing or replacing the undamaged areas to achieve a matching appearance, or
- > we will pay you what it would have cost us to repair or replace the damaged area only.

Where we are unable to match materials, we will use or pay for materials which are of a similar kind or quality.

If we choose to rebuild your buildings, we will:

- > use new materials, and
- > rebuild your buildings to the same size and standard.

If we choose to pay the necessary cost of repairing or rebuilding your buildings, we may:

- > pay our builder directly, or
- > pay you.

If we pay you, we will pay either:

- > the costs you actually incur, or
- > the reasonable cost of what it would cost us to repair or rebuild your home provided that cost is available to or actionable by you, up to the building sum insured listed on your Certificate of Insurance.

What we won't pay

If you choose not to commence repair or replacement of your buildings within six months of the date the loss or damage occurred, we will not be liable for any additional costs for unreasonable delays caused by you or any repairer, builder or supplier you appoint or engage in repairing or rebuilding your home.

If you decide not to proceed with the rebuilding or repair of your buildings, we will pay:

- > the rebuilding or repair cost as at the date of loss or damage, up to the building sum insured listed on your Certificate of Insurance.

If we accept your claim for loss or damage to a dividing fence, we will only pay half the cost of repairing the fence.

Contents – what we will and won't pay

What we will pay

If your contents are insured and loss or damage to your contents occurs as a result of an insured event, during the period of insurance and we agree to accept your claim, we will, choose whether to:

- > repair or replace your contents, or
- > pay the necessary cost as determined by us of repairing or replacing your contents, or
- > we will pay up to the sum insured of your contents, or up to any limit that applies under the additional benefit, less any applicable excess.

When we settle your claim, we will have regard to the circumstances of your claim and consider any preference you may have.

If we choose to repair or replace your contents, we will nominate the repairer or supplier.

If we choose to repair or replace your contents, we will make our best attempts to match the materials and contents.

If we are unable to match materials, we will use or pay for materials which are of a similar kind or quality.

If your claim is for damage to carpets, loose floor coverings, curtains or internal blinds, we will only pay for repair or replacement in the rooms where the damage occurred.

If we choose to replace your contents, we will replace items with those of a similar type, standard and specification as when new.

If we choose to pay the cost of repairing or replacing your contents.

We will pay:

- > the costs you actually incur, or
- > the reasonable cost of what it would cost us to repair or replace your contents provided that cost is available to or actionable by you, up to the contents sum insured listed on your Certificate of Insurance or limits within this PDS.

Replacement of your contents is on a new for old basis.

New for old means materials or items of the same type, standard and specification as when new. If the same is not available, it means materials or items of a similar type, standard and specification when new. It does not mean of a better standard, specification or quality as new, or of the same brand.

What we won't pay

We will not pay for matching carpets, curtains or internal blinds in other rooms or areas of your home to create a uniform effect throughout your home.

If you wish to have additional work completed, or any floor or window coverings replaced, or for materials or items to match, or any work in any adjoining room or your entire home, you are able to:

- > pay the extra cost of repairing or replacing the undamaged areas to achieve a matching appearance, or
- > we will pay you what it would have cost us to repair or replace the damaged area.

If there is loss or damage to a pair, set or collection, then we only cover the part that was affected. Where it is not possible to repair or replace the damaged part and this will impact the mechanical or electronic operation of the entire pair or set we will:

- > replace the entire pair or set, or
- > pay you the value of the damaged pair or set.

For example - if one earring is damaged we will only cover the cost of one earring however, if one bluetooth headphone is damaged and the pair will not operate as intended we will pay for the entire pair.

The claims process

Help us manage your claim

- > Tell us everything you can about the loss or damage so that we can assess your claim. Also tell us if you believe that anyone has caused the loss or damage.
- > We may request that you provide us with quotations for the repair or replacement of your buildings or contents.
- > Allow us or our representatives to inspect your damaged buildings or contents at a reasonable time and place when necessary to assess your claim.
- > Allow us or our representatives to inspect your damaged buildings or contents when necessary to assess your claim.
- > Keep all damaged property so we can inspect it at a reasonable time and place if required.
- > We may request valuations, receipts or other proof of ownership.
- > Pay your excess (if applicable) on time. (Refer to page 55 for details on 'When to pay your excess').
- > Let us know if there is any other insurance on the buildings or contents you are claiming for.
- > As soon as reasonably possible, send us any communications that you receive about any incident or claim (for example, emails, letters, notices or court documents).
- > Cooperate with us, this might include giving evidence in court.
- > Tell us about any input tax credits or other amounts you are entitled to, if you are registered for GST, and
- > Pay to any financier the difference between our claim settlement amount, if we elect to pay the sum insured of your buildings, and the outstanding amount of your home loan.

What we will do

When you make a claim, we will handle your claim in a fair, transparent and timely manner.

If we have accepted your claim, this means that:

If your claim is for loss or damage to your buildings

- > We will obtain independent, competitive quotes from our recommended suppliers and repairers. You may also provide a quote from a supplier or repairer of your choice.
- > We will determine the work that is necessary to repair or rebuild your building and review the quotes.
- > You may choose to make design or structural changes to your building. Any additional cost of such changes is your responsibility. If you choose to do so, we may at our option settle your claim by payment to you of the necessary cost as determined by us of repairing or rebuilding your buildings.
- > We will decide whether the loss or damage can be repaired or whether to rebuild or pay the cost of rebuilding your buildings. We will pay up to the sum insured of your buildings or up to any limit that applies under the additional benefit, less any applicable excess,
- > If we decide to repair or rebuild your buildings:
 - we will choose the supplier or repairer who has provided the most complete and competitive quote,
 - we will oversee the repair or building work and keep you informed of progress, and
 - we will guarantee the quality of materials and workmanship of repairs that we authorise and arrange for the lifetime of your home,
- > If we decide to pay the cost of rebuilding and your buildings are subject to a mortgage, we will pay the sum insured, less any excesses which may apply, to the financier. If the claim payment does not settle the amount owing to the financier, you must pay the difference or, if the claim payment exceeds the amount owing to the financier, we will pay the difference to you.

If your claim is for loss or damage to your contents

- > We may arrange for an assessor to meet with you, to obtain the full details of your loss.
- > We will discuss with you how best to make good the loss or damage.
- > We will decide whether to repair or replace your contents or pay the cost of repairing or replacing your contents. When we settle your claim, we will have regard to the circumstances of your claim and consider any preference you may have.
- > We will pay up to the sum insured of your contents or up to any limit that applies under the additional benefit, less any applicable excess.
- > We will obtain independent, competitive quotes from our recommended suppliers and repairers. You may also provide a quote from a supplier or repairer of your choice.

- > If we replace your contents and you choose items of a better type, standard or specification, any additional cost of such changes is your responsibility.
- > We will determine what is necessary to repair or replace your contents and review the quotes.
- > We will choose the supplier or repairer who has provided the most complete and competitive quote.
- > We will arrange with that supplier or repairer to repair or replace your contents and keep you informed of the progress.

For all claims

- > The maximum amount that we will pay is the sum insured plus any additional amount you are entitled to as defined under Additional benefits or Optional extras.
- > When we settle your claim, we will reduce the amount we pay by the amount of the excesses shown on your Certificate of Insurance. The different excesses that may apply to your policy are explained on page 55.
- > The amount that we pay will be based on GST inclusive costs. However, if you are, or would be, entitled to claim any input tax credits for the repair or rebuilding of your buildings or the repair or replacement of your contents, we will reduce any claim under the insurance by the amount of such input tax credits.
- > We may retain your damaged property, materials or items and keep the proceeds of any salvage sale. If you prefer to keep these items, we will determine the salvage value and deduct this amount from any payment we make. You may not abandon any damaged property by leaving it with us.
- > If you are held at fault for any claim against you, and we agree to do so, we will conduct the defence and/or settlement of any action brought about by other people.
- > We will pay the legal costs associated with defending any claim against you, if we have told you and we have appointed the solicitors who will defend the claim.

Payments to the credit provider

We may decide to pay you cash for a claim on your mortgaged property. If so, we will first pay the credit provider the lowest of these amounts after deducting any excess(es) and unpaid premium:

- > the buildings sum insured, or
- > the required cost of repairing or replacing your home, or
- > the balance then owing to the credit provider under the mortgage.

If we make a payment to a credit provider, then that payment discharges our obligation to you under your policy for the amount we have paid.

How your claim affects your policy

If your claim is for loss or damage to your buildings

- > If we decide that the loss or damage to your building can be repaired, and we decide to repair your building, or we decide to pay the cost of repairing your building, your policy will continue for the remainder of the period of cover. The sum insured will not be changed. There will be no change to your premium for the period of insurance.
- > If we decide that the loss or damage to your building cannot be repaired, and we decide to rebuild your building, your policy will continue for the remainder of the period of cover. The sum insured will not be changed. There will be no change to your premium for the period of insurance.
- > If we decide that the loss or damage to your building cannot be repaired, and we decide to pay the cost of rebuilding your building, cover under your policy will cease as soon as we accept liability. As we will have met our obligation to you under your policy in full:
 - if you have paid an annual premium, we will not return any premium you have paid for the period after the date of loss or damage, or
 - if you are paying your premium in monthly instalments, there is no return of any part of an instalment you have paid and we will deduct any remaining instalments from the amount we pay. In this case, you will need to take out new insurance cover for your replacement buildings.

If your claim is for loss or damage to your contents

- > If we decide that the loss or damage to your contents is less than the sum insured of your contents, and we decide to repair or replace your contents, or pay the cost of repairing or replacing your contents, your policy will continue for the remainder of the period of insurance and the sum insured will be reinstated. There will be no change to your premium for the period of insurance.
- > If we decide that the loss or damage to any item or items of your contents is more than the limit that applies to that group, or Specified content item inside the home, or Portable content item, and we pay the amount of that limit for the item, the cover for those items under your policy will cease as soon as we accept liability and your sum insured will be reduced by the sum insured for those items. As we will have met our obligation to you in full:
 - if you have paid an annual premium, we will not return any part of the premium you have paid for the lost or damaged items, or

- if your premium is paid by monthly instalments, we will deduct any outstanding premiums when we pay your claim settlement.

Excesses

An excess is the amount you contribute towards the cost of your claim.

There are 3 types of excesses:

- > Standard excess,
- > Nominated excess, and
- > Portable contents cover excess.

The type of excess you need to contribute depends on what your claim relates to. Also, you may need to contribute more than one excess.

Your current Certificate of Insurance shows the amount and types of excesses that apply to your policy.

When to pay your excess

If you need to pay an excess, we may:

- > require you to pay the excess to the supplier when your property is replaced, or the repairer when your property is repaired, or
- > deduct the excess from any amount we pay to you.

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



For more information about the excesses that may apply to your policy and how we work out your premium, see our Home Insurance Premium, Excess & Discounts (PED) Guide. To get a copy of our Home Insurance PED Guide free of charge visit coles.com.au/insurance-information

Recovery actions

What we can do

When you make a claim under your policy, you agree that we may:

- > take over and conduct in your name the defence or settlement of any claim against you and we'll have sole discretion in how the defence is conducted or a claim is settled,
- > proceed and recover in your name against any party responsible for the loss or damage or liability and you must not do anything which limits our right to do so, and
- > represent you at an inquest or official enquiry.

You must not do anything that prevents us from doing any of these things and you must give us information and cooperation that we reasonably require. See page 51 'Help us manage your claim'.

What you can do

You can only take a recovery action in relation to any loss, damage or liability relating to a matter under this policy if we agree in writing to this. We may not provide consent and we may impose conditions on that consent.

If we don't provide consent, we can at any time take over conduct of, or require you cease, any recovery action taken by you.

Some examples of how we pay claims:

In this section, we outline examples of how we may pay some claims. These examples are illustrative only and any amount we pay for your claim depends on the details that apply to your situation.

Example 1: Loss or damage to your Buildings

The outside of your building has been damaged by vandals who spray paint graffiti everywhere.

Your building is insured for \$350,000 and you have chosen a nominated building excess of \$500.

Steps of the claim:

After contacting us to lodge the claim, we assess the damage and determine the cost of removing the graffiti will be \$3,000 (inclusive of GST).

Our preferred repairer will repair your property and we advise that you need to pay your nominated excess of \$500 directly to the repairer.

We settle the balance of the repair costs directly with the repairer.

Example 2: Loss or damage to your Contents

A thief breaks into the home you are renting and steals a number of your contents items.

Your contents are insured for \$50,000 and you have chosen a nominated contents excess of \$400.

Steps of the claim:

After reporting the theft to the police, you contact us to lodge a claim. After assessing your claim we determine the total value of items stolen was \$2,500.

We arrange to replace your contents items and we advise that you need to pay your nominated excess of \$400 towards the replacement. We settle the balance of the replacement.

Example 3: Loss or damage to your Buildings and Contents

Your property has been damaged by a storm and your buildings and contents have been affected.

Your buildings are insured for \$400,000 and your contents are insured for \$75,000.

You have chosen a nominated building excess of \$800 and a nominated contents excess of \$500.

Steps of the claim:

After contacting us to lodge the claim, we assess the damage and determine the cost of repairs for your building to be \$3,000 and the cost to replace your contents to be \$1,000.

We arrange the repair of your building and the replacement of your contents and we advise that you need to pay only one excess of \$800 (which is the higher of your nominated building and contents excesses).

Example 4: Loss or damage to your Contents when you have Unspecified portable cover

Whilst you are away from home a thief steals your laptop computer.

Your contents are insured for \$50,000 and you have chosen to add Unspecified portable contents cover of \$2,000 as an Optional extra to your policy. Your nominated contents excess is \$750, and your Unspecified portable contents cover excess is \$100.

Steps of the claim:

After reporting the theft to the police, you contact us to lodge a claim. After assessing your claim, we determine that the total value of replacing your laptop is \$1,500.

We arrange to replace your laptop under the unspecified portable contents cover and we advise that you need to pay an excess of \$100 towards the replacement.

Example 5: Total Loss to your Home and Contents

Your property has been damaged by a fire and your building and contents have been totally destroyed.

Your building is insured for \$550,000 and your contents are insured for \$70,000.

You have chosen a nominated building excess of \$800 and a nominated contents excess of \$800.

Steps of the claim:

After contacting us to lodge the claim, we assess the damage and we determine your property cannot be repaired/replaced within the sums insured.

We calculate a settlement payment of the total loss as below:

- > \$550,000 your building sum insured
- > \$70,000 your contents sum insured
- > Less the nominated excess of \$800 (You only need to pay one excess when you insure combined buildings & contents)
- > We provide you a settlement payment of \$619,200 (with the consent of your mortgage provider)
- > If required we will also pay up to an additional 10% of your sum insured for removal of debris, professional and rebuilding fees.

There isn't any refund of policy premium (and if the policy was paid monthly, we will make an adjustment of the remaining premium instalments due to us in the settlement payment).

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