

Home Insurance

Product Disclosure Statement

RACT Insurance Pty Ltd

ABN 96 068 167 804
AFS Licence No. 229076

Customer Service: 13 27 22

RACT Offices

Hobart

Cnr Murray & Patrick Sts

Launceston

Cnr York & George Sts

Devonport

119 Rooke Street Mall

Burnie

24 North Terrace

Rosny Park

Rosny Mall, 2 Bayfield Street

Glenorchy

Cnr Terry Street & Main Road

Kingston

Shop 49A Channel Court

www.ract.com.au



Solved.



RACT Insurance Pty Ltd

Cnr Murray & Patrick Streets

Hobart, Tasmania 7000

Phone: (03) 6232 6300

Fax: (03) 6232 6400

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Insurance claim?

We pride ourselves on making it easy for you to make a claim, and we understand that this can be a stressful time. Rather than coming into a branch you can simply call us on 13 27 22 and a personal claims manager will help you lodge your claim over the phone. What's more, your personal claims manager will look after you until the claim is settled.



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We are pleased to provide you with this Product Disclosure Statement (PDS), which sets out important information on our RACT Insurance product.

This RACT Insurance product consists of the following policies for you to choose from:

Home Insurance	Page 20
Contents Insurance	Page 44
Personal Effects Insurance	Page 66

You can choose the cover that meets your particular needs.

In order to properly understand the significant features, benefits and risks of each of the covers available, you need to:

- **choosing your cover** – read the relevant policy sections, which set out the cover we can provide, what you are and are not insured for, any additional benefits and special conditions that apply and how claims are settled (please refer to the index for details of each of the sections and their contents, which is designed to assist you);
choosing your sum insured – you are responsible for deciding the amount of your sum insured. You should therefore check that you are adequately covered for any potential loss and that the cover suits your needs. If you have inadequate cover, you may bear the uninsured portion of any loss yourself. You can use an expert such as a professional valuer or home builder for your Home, jeweller for jewellery, art dealer for art works etc to help if you are unsure of values. For a professional valuation, you should always seek advice from an expert;
- read the *Further Important Information* section, which contains important information on the General Insurance Code of Practice and our Dispute Resolution Process; and
- read the rest of this *Welcome* section, which contains other important information, such as your duty of disclosure and the cooling-off period.

This is an important document and you should read it carefully and keep it in a safe place, together with the other policy documentation we issue to you.

YOUR DUTY OF DISCLOSURE

You have a Duty of Disclosure under the *Insurance Contracts Act 1984* that requires you to tell us certain things.

Your Duty of Disclosure when you first enter into a policy

Before you enter into a policy with us, we will ask you a series of questions. You must tell us everything you know, or which a reasonable person in the circumstances would be expected to know would be relevant to our decision to insure you, including answering the questions in your application. If you are unsure whether or not to tell us something that you know, it is better to tell us.

Your Duty of Disclosure when you renew, vary, extend, reinstate or replace a policy

Before you renew, vary, extend, reinstate or replace a policy, you must tell us everything you know, or which a reasonable person in the circumstances would be expected to know, for us to decide:

- whether we will insure you;
- the premium we will charge you; and
- any special conditions we will apply to your policy.

What you do not need to tell us

Your duty, however, does not require disclosure of a matter:

- that diminishes the risk to be undertaken by us;
- that is of common knowledge;
- that we know or, in the ordinary course of business, ought to know; or
- as to which we waive compliance with your duty.

Who does the Duty of Disclosure apply to?

Everyone who is insured under each policy must comply with the duty. It is important that you understand that, if you provide information about another insured, you do this on their behalf.

What happens if you or they don't tell us everything?

If you do not meet with your responsibility outlined in this PDS, or if you do not tell us everything relevant to our decision whether or not to insure you, or if you mislead us, we can refuse to pay a claim or reduce the amount we pay or cancel your policy. If fraud is involved, we can treat your policy as if it never existed.

21-DAY MONEY BACK GUARANTEE – YOUR COOLING-OFF PERIOD

You are able to return your policy for any reason within 21 days of cover commencing, by contacting us, and asking for the policy to be cancelled. We may request you confirm this in writing. Provided you have not made or cannot make a claim under the policy, we will cancel the policy and provide you with a full refund of the premium you have paid. Even after this period, you still have cancellation rights (see page 8).

OUR AGREEMENT WITH YOU

When we agree to enter into a policy with you, we will provide you with a schedule which sets out the cover you have and other information specific to you (for example, who is covered, your Period of Insurance and the relevant limits or excesses that apply). Your Current Schedule, this PDS, any supplementary PDS we may give you, and your application will make up your agreement with us. You should be sure to retain these documents and keep them in a safe place, together with evidence as to the value of any insured items.

CHANGES TO YOUR POLICY

If you want to change your policy and we agree to it, the change will become effective when we give you written confirmation of our agreement to the change and you pay any additional premium required.

If you sell, give away or transfer your interest in any item insured under a policy taken out by you, the item is no longer insured under the policy.

NOTICES

We will give you any notice in writing. It will be effective if it is delivered to you personally or if it is delivered to your address last known to us.

YOUR PREMIUM

How we calculate your premium

When we calculate your premium for any of the Home, Contents and Personal Effects Insurance Policies, we will take into account a number of factors, including:

- the Period(s) of Insurance;
- the address of the insured property;
- the age of the Building (for Home Insurance);
- the age of the Insured;
- the type of construction (for Home Insurance);
- the security measures you have in place (for Contents Insurance);
- the Sum(s) Insured;
- the excess payable by you in the event of a claim;
- your previous insurance and claims history; and
- the policies we agree to provide to you.

The total premium payable by you also includes amounts payable in respect of compulsory government charges, for example stamp duty, GST and fire service levy, where applicable.

We will advise you of the premium payable once we receive your application for insurance. After we agree to provide you with insurance, details of your premium will also be included on your Current Schedule.

Why the Cost of Insurance can Change

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

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

We may decide to 'cap' the amount of any increase on renewal. This means we pass only part of the increase on to you.

SPECIAL OFFERS

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

PAYMENT IN FULL

When paying your premium, we have a number of payment options available. We will tell you when you apply how you can pay, or you can call 13 27 22 for further information.

If your premium is not paid by the expiry date, you may not be covered for any claims.

You will receive a renewal notice at least 14 days prior to the expiry date of your policy telling you whether we are prepared to renew or not.

If we pay a claim for total loss under your policy, your cover ceases and the policy is automatically cancelled. We will not waive the premium which was payable under your policy for the remainder of the policy period or refund any premium already paid for that period. This does not apply to Contents cover.

PAYMENT BY INSTALMENTS

You may choose to pay your premium by instalments, by credit card payments or by direct debit from your financial institution account.

Payments may be made annually, half-yearly, quarterly or monthly.

If you choose to pay your premium by instalments, we might impose an administration fee.

If an administration fee is applicable it will be calculated as follows:

- Half-yearly instalments – 2.5% surcharge.
- Quarterly instalments – 4% surcharge.
- Monthly instalments – 9% surcharge.

The premiums for the various payment options are shown on your Current Schedule.

It is your responsibility to ensure that you provide us with the correct account details and to ensure that sufficient funds are available in your nominated account to meet your instalments. If the incorrect account details are provided or there are insufficient funds in your account, all fees incurred in relation to non-payment are payable by you.

We will require you to complete an authority before we can deduct the premium from your account.

We may also require a new authority if you change any of the account details or frequency of your payments. The authority will state your nominated day, which is the date on which your instalment payment will be made during each instalment period.

You may terminate or alter the frequency of your payments at any time by giving us written notice, no later than 3 business days prior to your next scheduled payment.

If you believe that a payment has been initiated incorrectly, you should take this matter up directly with us. We will then be able to investigate your concern.

If your payment is overdue by one month, all cover will cease unless alternative arrangements have been made directly with us and confirmed in writing.

If two or more payments are returned from your financial institution unpaid, we reserve the right to cancel your policy. However, should this occur, we will write to you to advise you that your policy will be cancelled.

If you cancel your payment arrangements with us, all outstanding amounts become due and payable within 14 days from that date. Failure to meet this requirement will result in your policy being cancelled.

After you submit your authority to us, your first payment will be taken within 5 working days of the authority being accepted by us. We will then issue you with a Schedule of Payments. Subsequent payments will be deducted in accordance with your nominated day.

You will receive a renewal notice along with a schedule of payments at least 14 days prior to the renewal of your policy. Unless we hear from you, your payments will continue in accordance with the payment option you have selected at the rate shown on your new Current Schedule and Schedule of Payments.

Where your nominated payment day falls on a non-business day, we will deduct the scheduled payment on the next business day.

If your nominated payment date is the 29th, 30th or 31st of the month, we will deduct the scheduled payment on the next business day for those months that these dates do not occur.

If we pay a claim for total loss under your policy, your cover ceases and the policy is automatically cancelled. We will not waive the premium which was payable under your policy for the remainder of the policy period or refund any premium already paid for that period. This will not apply for Contents cover.

If your payment remains unpaid for a period of more than 14 days after its due date, we may refuse any claim made for events occurring during the period that the policy is unpaid.

We will keep all information pertaining to your financial institution confidential at all times.

GOODS AND SERVICES TAX (GST)

All amounts insured under your policies include GST. You should ensure that the sums insured are appropriate and will cover any potential loss or damage.

When claiming, you will need to provide details of any entitlement to input tax credits on your premium if you are registered or should be registered for GST purposes. If information you give us is incorrect, we will not cover you for resulting fines, penalties or tax charges.

If we settle a claim for repair or replacement of an insured item and you would be entitled to claim an input tax credit for the repair or replacement, we may reduce the settlement amount we pay by the amount of that input tax credit.

CANCELLATION OF POLICIES

By you

You may cancel your insurance policy at any time. We may request you confirm this in writing.

If your policy is cancelled after the cooling-off period, we will refund any money we owe you less any cancellation fee and non-refundable government charges. The amount of the fee is up to \$30 (plus relevant government charges) for all home and contents cover at one insured address. This fee is deducted from any refund we send you. If the refund is less than the fee, a refund will not be issued. If you are paying your insurance by instalments, any refund will be credited against your remaining instalments.

By us

We can cancel your insurance in any way permitted by law, including if you have:

- failed to comply with your Duty of Disclosure; or
- made a misrepresentation to us before the policy was entered into; or
- failed to comply with a provision of a policy, including failure to pay the premium; or
- made a fraudulent claim under the policy, or under any other policy, during the time the policy has been in effect; or
- failed to notify us of a specific act or omission as required by the policy.

If we cancel your policy, we will do so by giving you written notice. We will refund any premium you have paid for the period after the date of cancellation, but we will charge a cancellation fee.

UPDATING OUR PDS

From time to time, we may need to update the information contained in this PDS. You can obtain a paper copy of any update, at no charge, by contacting us. Where the update is necessary to correct a misleading or deceptive statement or omission, which is materially adverse from the point of view of a reasonable person deciding whether to obtain a policy, we will automatically issue a new PDS or a supplementary PDS to you.

MORE THAN ONE INSURED

If your Current Schedule shows more than one insured, any claim or request to change or cancel the policy by one insured is treated as coming from all those named as insured on your Current Schedule.

1. APPLYING FOR THE HOME, CONTENTS AND PERSONAL EFFECTS INSURANCE POLICIES

To apply for any of the Home, Contents and Personal Effects Insurance policies, you will need to complete an application for insurance. On the basis of your application, we may then offer insurance to you. Once we agree to cover you, we will give you a Current Schedule providing details of:

- the type of policy you have;
- the Period(s) of Insurance;
- the location of the insured property;
- the Sum Insured;
- the excess payable by you in the event of a claim; and
- whether any standard terms and conditions are varied by endorsement.

2. MAKING A CLAIM

You must promptly tell us about any claim.

If an excess applies to your policy, you do not have to pay the excess to lodge a claim, but you will have to pay the excess before we will pay your claim. See Section 3 for details about the excess.

Most claims may be lodged by telephone; however, we may require you to complete a claim form or provide us with a written statement about the claim.

When you are making a claim, we may require proof of ownership or evidence as to the extent of loss or damage. To assist with this, we suggest you keep things such as receipts or valuations as well as model and serial numbers. If you cannot prove that you owned an item, we may not pay you for it.

When claiming, you will need to provide details of any entitlement to input tax credits on your premium if you are registered or should be registered for GST purposes. If information you give us is incorrect, we will not cover you for resulting fines, penalties or tax charges.

If we settle a claim for repair or replacement of an insured item and you would be entitled to claim an input tax credit for the repair or replacement, we may reduce the settlement amount we pay by the amount of that input tax credit.

Before we can make a decision about your claim, we may assess the damage to your Home, Contents or Personal Effects and investigate the circumstances of the claim.

We have the sole right to make admissions, to settle any claims against and to defend you or any other person covered by your policy in any proceedings. We may refuse your claim if you or any other person covered by your policy make admissions, settle, attempt to settle or defend any claim without our consent.

After an occurrence that gives rise to a claim under your Home, Contents or Personal Effects Insurance cover, we may take possession of the damaged property and deal with it in a reasonable manner. If, however, this is not done, you or your family may not abandon the damaged property to us.

If we pay you the full Sum Insured for your Home, the policy comes to an end and no refund of premium is due.

If we pay you the full Sum Insured for your Contents Policy, we will immediately reinstate your Sum Insured and continue cover for the period of insurance. You may need to ask us to temporarily change your insured address or review your Sum Insured.

If we pay the Sum Insured on a Specified Item/s, the total Sum Insured is reduced by the Sum Insured for that item. You will not be refunded any remaining premium for that item. If you are paying by direct debit any outstanding premium for that item is deducted from your claims settlement.

3. EXCESS

The excess is the amount you must contribute towards each claim you make under your Home, Contents or Personal Effects Insurance cover.

Prior to taking out a Home or a Contents Insurance Policy, you have the option of a higher excess in return for a reduction in your premium on each policy.

An excess will apply for all claims made for Unspecified Personal Effects on your Personal Effects Insurance Policy.

We will advise you:

- if the excess is payable to us, or to a builder, repairer or supplier; or
- if we will deduct the excess from the amount we pay you.

If an excess applies to your policy, the amount of the excess or excesses that apply are shown on your Current Schedule.

When both your home and contents are lost or damaged as a result of the same insured event, you only pay one excess. If they are different, you pay the higher excess.

4. LEGAL REPRESENTATION

In relation to an incident which gives rise to a claim, you or any person covered by your policy may need lawyers to represent you or them before a Coroner conducting an enquiry or in respect of other court proceedings.

We may, at our discretion, arrange representation for these purposes and pay the cost of it.

5. CO-OPERATION

Any benefits which your Home, Contents or Personal Effects Insurance cover gives you or any other person depend upon you or any other person covered by the policy giving us any information and help that we require, including attending court to give evidence.

You or any other person covered by the policy must assist us, even if we have already paid a claim, for we may attempt to recover from any party who caused the loss or damage. We may also want to defend you if it is alleged that you caused someone else loss or damage.

If you, or any other person covered by the policy, receive any letters, notices or court documents which relate to any event that has or might result in a claim, you must send these to us immediately.

If you fail to fully co-operate with us in respect to any part of the claim process, we may be entitled to cancel your policy, or refuse to pay your claim.

6. OUR GUARANTEE ON HOME REPAIRS

We guarantee the quality of materials and workmanship of repairs that we authorise and arrange for the lifetime of your Home.

This guarantee applies to work to repair, build or rebuild your Home where we:

- authorise;
- arrange; and
- pay the builder or repairer directly for this work.

We guarantee the materials used and standard of the workmanship to be free of defects.

If a defect arises in the lifetime of your Home as a result of poor quality workmanship or use of incorrect materials, then we will rectify the problem.

This guarantee does not apply:

- to repairs you authorise or make yourself;
- to loss, damage or failure of any electrical or mechanical appliances or machines;
- to wear and tear consistent with normal gradual deterioration at your Home (e.g. paint peeling off after its expected life cycle, wood rotting from moisture in the air or ground, or roofs weathering); or
- where we agree with a repair quote and we give you, or the builder or repairer, a cheque for the cost of the repairs and you arrange the repairs.

HOME INSURANCE – What we mean by

Some of the words in this PDS have special meanings, as shown below.

Term	Meaning
Accident	An incident you did not intend or expect to happen.
Contents	The Contents as shown on page 44.
Current Schedule	The most recent schedule we have given to you.
Home	Your Home as shown on page 20.
in the open air	An open area including on patios or verandas, or in cars, carports or open shelter areas.
new for old	Replacing or repairing with new items or new materials that are available at the time of replacement or repair from Australian suppliers, and new for old regardless of age, with no allowance for depreciation, and of the same type, standard and specification as when new. If the same is not available, it means of a similar type, standard and specification when new. It does not mean of a better standard, specification or quality than when new.

new for old (continued)

For refrigerators, freezers, dishwashers, air-conditioners, washing machines and dryers with less than a 3-star energy rating. For these items when being replaced, new for old means replacing with a new item of equal specification and if you agree, it means replacing with a minimum 3-star energy rating if this is available. It can be a different brand.



An appliance with a 3-star energy rating is identified with this label.

For obsolete electrical appliances, such as outdated computers or TVs, new for old means replacing or repairing to an equal specification. If this is not available, it means to the nearest better specification available. It can be a different brand.

For paintings, pictures, works of art, sculptures, art objects, collections, memorabilia and antiques, new for old means that if the item cannot be replaced or repaired new for old, we will pay you what it would have cost to buy the item immediately before the loss or damage occurred, *but we will not pay more* than the sum insured for that item.

Term	Meaning
Period of Insurance	Means the period of insurance as noted on your Current Schedule.
Personal Effects	The Personal Effects as shown on page 70.
policy	Your policy consists of: a) this PDS; b) your application(s) for insurance which may be in writing or our record of your verbal responses; c) your Current Schedule which sets out the covers you have; and d) any supplementary PDS we may issue.
site	The land at the address stated on your Current Schedule on which your Home is located.
Sum Insured	The maximum amount payable as a result of a claim under your Home, Contents or Personal Effects Insurance Policies. Your sum insured is specified on your Current Schedule and includes any applicable taxes and charges.

Terrorism	Includes any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which: a) involves violence against one or more persons; or b) involves damage to property; or c) endangers life other than that of the person committing the action; or d) creates a risk to health or safety of the public or a section of the public; or e) is designed to interfere with or to disrupt an electronic system. It includes any action in controlling, preventing, suppressing, retaliating against or responding to any such act, preparation or threat.
tools of trade	Tools which you or your family use in a business, trade or profession.
we, our and us	RACT Insurance Pty Ltd.
you	The insured(s) noted on your Current Schedule.
your family	Your spouse, your partner or your de facto, your parents and parents-in-law, your or your spouse's children, your brothers and your sisters, who normally live with you.

HOME INSURANCE – Summary of cover

The following table summarises the cover provided by the Home, Contents and Personal Effects Insurance Policy.

For full details of the cover and the amounts we will pay in the event of a claim, please refer to the individual policy cover sections in this PDS. The page numbers for further details are listed below.

HOME INSURANCE						
Insured Events	Home	Page	Contents	Page	Personal Effects*	Page
Storm	✓	22	✓	46	✓	66
Flood	✓	22	✓	46	✓	66
Escape of Water	✓	22	✓	46	✓	66
Lightning	✓	22	✓	46	✓	66
Fire	✓	22	✓	46	✓	66
Explosion	✓	24	✓	46	✓	66
Theft or Attempted Theft	✓	24	✓	46	✓	66
Malicious Acts	✓	24	✓	46	✓	66
Impact	✓	24	✓	48	✓	66
The Acts of an Animal	✓	24	✓	48	✓	66
Leakage of Oil	✓	26	✓	48	✓	66
Riot, Civil Commotion, or Industrial or Political Disturbance	✓	26	✓	48	✓	66
Terrorism	✓	26	✓	48	✓	66
Earthquake	✓	26	✓	48	✓	66
Loss or Accidental Damage	✗		✗		✓	66

*Only available with a Contents Insurance Policy

	Home	Page	Contents	Page	Personal Effects*	Page
Additional Cover						
Replacement Cover	✓	28	✓	50	✓	70
Incidental Expenses	✓	30	✗		✗	
Accidental Breakage	✓	30	✓	54	✗	
Damage caused by Power Surge	✓	30	✓	54	✗	
Keys and Locks	✓	30	✓	54	✗	
Temporary Accommodation	✓	32	✓	54	✗	
Landlord's Fittings	✓	32	✗		✗	
Loss of Rent	✓	32	✗		✗	
Accidental Death	✓	32	✓	54	✗	
Auto Adjust to Sum Insured	✓	32	✓	56	✗	
Safety Net home protection	✓	34	✗		✗	
Credit Card Fraud	✗		✓	54	✗	
Frozen Food	✗		✓	56	✗	
Strata Title Owner's Fixtures	✗		✓	56	✗	
Property belonging to Guests or Visitors	✗		✓	56	✗	
Legal Liability	✓	34	✓	58	✗	
Extra cover to install a rainwater storage or solar powered heating facility	✓	36	✗		✗	
Optional Cover						
Storm Damage to Gates and Fences	✓	38	✗		✗	
Damage to Electric Motors	✓	38	✓	60	✗	
Domestic Workers' Compensation	✓	40	✓	60	✗	
Accidental Damage	✓	64	✓	64	✗	

1. YOUR 'HOME'

Your 'Home' means the building(s) at the site specified on your Current Schedule, used as a domestic dwelling.

Including:

- ✓ Garages and other domestic outbuildings.
- ✓ Pergolas, patios, verandas, decking and fixed gazebos.
- ✓ Fixed floor coverings including linoleum and timber flooring.
- ✓ Wallpaper, paint and covering on walls and ceilings.
- ✓ Insulation in roofs or walls.
- ✓ Light fittings, electrical appliances and alarm systems permanently connected to the electricity supply.
- ✓ Dishwashers that are housed in a purpose-built cupboard or bench space.
- ✓ Permanently installed swimming pools and spas and their accessories.
- ✓ Fixed:
 - Barbecues
 - Clothes lines
 - External blinds, shade sails, awnings and shade umbrellas
 - Aerials, satellite dishes and masts.
- ✓ Garden borders, driveways, paths and paving.
- ✓ Walls, gates and up to 2 kilometres of fencing at the site.
- ✓ Service pipes, cables, poles and wires that you own or are legally responsible for.
- ✓ Tennis courts.
- ✓ On-site caravans that are used as a permanent or temporary dwelling and which are not registered for use on a public street.
- ✓ Unfixed home building materials and uninstalled home fittings up to \$500.
- ✓ Boat jetties and pontoons.
- ✓ Landscaping (including trees, plants, lawns, landscaping supplies, etc) up to \$500 (inclusive of GST).

But NOT including:

- ✗ More than 2 kilometres of fencing.
- ✗ A new home being built.
- ✗ Carpets (fixed or unfixed) or floor rugs.
- ✗ Insulation stored on site but not installed.
- ✗ Motor vehicles, trailers, mobile homes, tents, rail carriages, trams, aircraft or watercraft.
- ✗ Mobile dishwashers or dishwashers not housed in a purpose-built cupboard or bench space.
- ✗ Non-permanent swimming pools and spas that are capable of being moved from the site, and their accessories.
- ✗ Any of your Contents.
- ✗ Any part of your Home used as a hotel, motel, bed and breakfast, boarding or guest house.
- ✗ Any part of your Home used for any business, trade or profession (unless you tell us beforehand in writing and we agree to cover you).
- ✗ Dams or waterholes.

2. INSURED EVENTS

Your Home is covered for loss or damage caused by:

- ✓ a) **STORM.**

- ✓ b) **FLOOD**, as a result of the overflowing of water from a natural water course, such as a river or creek or body of water such as a lake or dam.

- ✓ c) The **ESCAPE OF WATER** from a water main, pipe, guttering, fixed domestic appliance, stormwater channel, stormwater canal, or stormwater pipe.

- ✓ d) **LIGHTNING.**

- ✓ e) **FIRE.**

But your Home is NOT covered for:

- ✗ Storm damage to gates, fences, retaining walls or freestanding walls.
 - ✓ But we will cover storm damage to gates and fences if you have paid for this optional cover, and it is stated on your Current Schedule.
- ✗ Storm damage to the interior of your Home caused by water entering through an opening that has resulted from lack of or poor maintenance.
- ✗ Storm damage to gardens and garden borders.
- ✗ Storm damage to outbuildings that are not adequately secured to their foundations.
- ✗ Storm damage to loose materials such as gravel, pebbles or compacted earth on driveways or paths.

- ✗ Flood damage caused by tidal wave, tsunami or high tide or other actions of the sea.
- ✗ Flood damage to loose materials such as gravel, pebbles or compacted earth on driveways or paths.

- ✗ Damage caused by water escaping from a bath or shower recess where the shower screen or shower curtain were inadequate to prevent the escape of water.

- ✗ Bushfire for the first 48 hours after the start of your Home Insurance Policy unless:
 - you bought or entered into the lease for your Home in the 24 hours before the policy commenced; or
 - your policy commenced immediately after another policy covering the same risk expired, without a break in cover. The maximum amount of cover is the amount of cover available under the previous policy.
- ✗ Any increases in sums insured for the first 48 hours.
- ✗ Cigarette or cigar marks or burns.
- ✗ Scorching or burn marks where there has been no flame.

Your Home is covered for loss or damage caused by:

✓ f) **EXPLOSION.**

✓ g) **THEFT or ATTEMPTED THEFT.**

✓ h) **MALICIOUS ACTS.**

✓ i) **The IMPACT of:**

- an aircraft, a vehicle, or a water-borne craft;
- space debris, or debris from an aircraft, rocket or satellite;
- an aerial or satellite dish;
- falling power poles or communication poles, towers or lines; or
- a falling tree or branch.

✓ j) **THE ACTS OF AN ANIMAL.**

But your Home is NOT covered for:

✗ Theft or attempted theft by persons who live in your Home, or who have entered your Home or the site with your consent or the consent of a person who lives in your Home (including tenants and boarders).

✗ Theft or attempted theft if the security, locking devices or alarm system you told us about were not installed, not in working order or were disconnected.

✗ Malicious acts of persons who live in your Home, or who have entered your Home or the site with your consent or the consent of a person who lives in your Home (including tenants and boarders).

✗ Malicious acts if the security, locking devices or alarm system you told us about were not installed, not in working order or were disconnected.

✗ Loss or damage which is caused by tree-felling or tree-logging at the site.

✗ The removal of potentially dangerous trees which have not caused damage to your Home.

✗ Impact damage caused by the roots of trees, plants, shrubs or hedges.

✗ The cost of removing and disposing of a tree or branch if no damage has occurred to your Home.

✗ Damage by animals or birds kept on the site.

✗ Damage by animals or birds pecking, biting, clawing or chewing your Home

✓ But we will cover damage to your Home caused by an animal accidentally trapped inside your Home, where the animal does not belong to you or anyone living with you.

✗ Damage by vermin or insects.

✓ But we will cover fire damage they cause.

Your Home is covered for loss or damage caused by:

- ✓ k) the **LEAKAGE OF OIL** from a fixed heating system in your Home or on the site.

- ✓ l) **RIOT, CIVIL COMMOTION, or INDUSTRIAL or POLITICAL DISTURBANCE.**

- ✓ m) **TERRORISM.**

- ✓ n) **EARTHQUAKE.**

But your Home is NOT covered for:

- ✗ Loss or damage arising after 72 consecutive hours from the commencement of any riot, civil commotion or industrial or political disturbance.

- ✗ Loss or damage caused by you or someone who lives in your Home or who had your consent to enter your Home (including tenants and boarders).

- ✗ Loss or damage directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with biological, chemical, radioactive, or nuclear pollution or contamination or explosion.

- ✗ The first \$500 of a claim for loss or damage which is caused by an earthquake.

- ✗ Loss or damage caused by a tsunami.

3. WE WILL PAY

Unless you have Indemnity Cover, the cover we provide is new for old.

We will pay the reasonable cost to restore your Home to the same specifications it had when it was built or last renovated. This means:

- (a) the cost of rebuilding your Home; or
- (b) the cost of repairing your Home; whichever is lesser.

We will attempt as far as possible to match building materials to return your Home to its former state in that part of the Home where the loss or damage occurred.

We will pay any additional costs associated with matching materials to create a uniform appearance up to a maximum of \$1,000.

Indemnity Cover

If your Current Schedule shows that you have Indemnity Cover, this means that new for old cover will not apply and we may choose to:

- rebuild or repair your Home;
- pay you the reasonable cost of rebuilding or repairing your Home; or
- pay you the Sum Insured.

Conditions

- We will pay no more than the Sum Insured.
- We will only pay the costs that you actually incur.
- If you choose to rebuild or repair your Home, you must start rebuilding or repairing your Home within 6 months of the damage occurring.
- We may choose to pay your builder directly.
- If you do not:
 - (a) wish to rebuild or repair your Home, or
 - (b) start rebuilding or repairing your Home within 6 months from the date on which the loss or damage occurs or any longer period which we agree to in writing, we will pay you the cost of rebuilding or repairing your Home less our allowance for depreciation based on its age and condition.

We may deduct an allowance for depreciation based on the age and condition of your Home.

4. YOUR CHOICE OF REPLACEMENT

You may rebuild or repair your Home in any way you like. You may change the materials, plan, specifications or size. If you have to rebuild your Home, you may even change the site.

✘ **But we will NOT pay** any additional costs resulting from making these changes.

5. ADDITIONAL COVER

We will pay for:

Incidental Expenses

If your Home is damaged as a result of an Insured Event:

- ✓ the extra costs which are necessary to meet the requirements of any statutory authority in connection with rebuilding or repairing your Home on the site; and
- ✓ the reasonable cost of locating the cause of damage, demolition, removing contents and debris and engaging an architect, engineer or surveyor in connection with rebuilding or repairing your Home.
- ✓ Note: This benefit is paid in addition to the total Sum Insured.

✓ Accidental Breakage

We will pay the cost of replacing any of the following items which suffer accidental breakage:

- Glass which forms part of your Home.
- Glass in a lighting fixture.
- Glass in a stove.
- Cooktops.
- A fixed sink or a sanitary or toilet fixture, shower base or bath.

✓ Damage caused by Power Surge

If a domestic appliance which forms part of your Home is damaged as a result of a power surge, we will pay to repair or replace that item.

✓ Keys and Locks

If the keys to your Home are lost or stolen, we will pay up to \$500 to re-key or replace the locks (under either this policy or your Contents Insurance Policy, but not both).

But we will NOT pay:

- ✗ Extra costs resulting from any notice a statutory authority served on you, or of which you had notice, before your Home was damaged.
- ✗ Incidental expenses incurred for any part of your Home which has not suffered loss or damage covered by this policy. (We will only pay the extra costs you incur in rebuilding the damaged part.)
- ✗ More than an additional 10% of the Sum Insured.
- ✗ For glass in a greenhouse.
- ✗ For items already in a damaged condition.
- ✗ For scratches and chipping.
- ✗ More than \$1,000 per item.
- ✗ More than \$3,000 for all items damaged as a result of a power surge.
- ✓ Note: These limits will not apply if you can provide proof that the damage was as a direct result of one of the Insured Events.
- ✗ For any motor vehicle or motorcycle keys or their locks.

We will pay for:

✓ **Temporary Accommodation**

If you permanently reside in your Home and cannot live in it because of an Insured Event, we will pay the reasonable additional accommodation expenses which you actually incur from the time of the damage, while your Home is being rebuilt or repaired.

✓ Note: This benefit is paid in addition to the total Sum Insured.

✓ **Landlord's Fittings**

If you are a landlord and you do not reside in your Home, we will cover your fittings, furniture, furnishings and carpets, which are in your Home for the use of your tenant and which suffer loss or damage by one of the Insured Events.

We may choose to:

- repair or replace these items; or
- pay you the reasonable cost of repairing or replacing them.

✓ **Loss of Rent**

If your Home is tenanted, and your tenant cannot live in it because of one of the Insured Events, we will pay you the rent that you lose while your Home is being rebuilt or repaired.

We will only pay this benefit for the reasonable time taken to rebuild or repair your Home.

✓ Note: This benefit is paid in addition to the total Sum Insured.

✓ **Accidental Death**

If you are physically injured as a result of an Insured Event and those injuries result in your death within 90 days, we will pay \$5,000 to your surviving spouse (legal or de facto) or to your estate.

✓ **Automatic adjustments to the Sum Insured**

When your policy is due for renewal, we will increase your Sum Insured to allow for any increase in building costs. We will use industry home building cost guides as a reference.

Your Current Schedule at renewal will show the new Sum Insured.

Note: You do not have to accept the revised Sums Insured and can ask us to change them at any time. You are responsible for calculating the correct replacement Sum Insured. If in doubt, ask for advice from a professional valuer or home builder. We will not decrease your Sum Insured without your instruction.

But we will NOT pay:

✗ More than an additional 10% of the Sum Insured.

✗ More than 5% of the Sum Insured.

✗ Loss of rent if there is no claim under any of the Insured Events.

✗ More than an amount equal to 10% of the Sum Insured.

We will pay for:

✓ **Safety Net home protection**

If your Home is damaged by an Insured Event and the cost of repairing or rebuilding it exceeds the Sum Insured, then if necessary we will pay up to a further 25% of your Sum Insured to:

- repair damage; or
- rebuild your Home; or
- pay you what it would reasonably cost us to repair or rebuild your home.

We will cover:

✓ **Legal Liability**

Unless specifically shown elsewhere in this policy, we will cover you and your family's legal liability for claims arising from events:

- which occur in your Home or on the site; or
- for which you are liable as owner or occupier of your Home or the site;

and which cause:

- death or bodily injury to any person; or
- damage to property other than property which you own or control.

We will also cover you and your family against your liability for legal costs when our lawyers act in connection with these claims.

The limit of cover in relation to any one incident is \$20,000,000 plus an additional \$5,000,000 to cover the legal costs of a lawyer, appointed by us, defending such claims or appearing or acting for you in connection with the death, injury or damage (for example, by appearing at an inquest).

But we will NOT pay:

- ✗ For increases in the Sum Insured under any other Additional Cover as a consequence of having Safety Net home protection in your policy.

For example, the most we will pay under Additional Cover Temporary Accommodation is 10% of the Sum Insured. The Sum Insured for this additional cover is not increased as a result of having Safety Net home protection.

But we will NOT cover:

- ✗ Liability for an intentional act by you, your family, or a person acting with the consent of you or your family.
- ✗ If the person against whom the claim is made holds or was required by law to hold compulsory workers' compensation or third party personal injury insurance which would provide cover for the claim in whole or in part.
- ✗ For liability to you or any person (other than a tenant or boarder) who lives with you.
- ✗ For claims arising out of the use of any vehicle, aircraft or water-borne craft.
- ✗ For claims arising out of the use of your Home for any business purpose.
- ✗ For claims arising from erosion, subsidence or landslide.
- ✗ For liability which arises only because you have agreed to take the liability upon yourself whether under a lease or by any other means.
- ✗ Liability for injury arising directly or indirectly out of the inhalation of, or fears of the consequences of exposure to, or inhalation of, asbestos fibres or derivatives of asbestos. Liability for loss, cost or expense associated with the cleaning up, or removal of, or damage to, or loss of use of, property arising out of any asbestos, asbestos fibres or any derivatives of asbestos.

We will cover:

✓ Extra cover to install a rainwater storage or solar powered heating facility

When we assess that at least 80% of your Home is damaged by an insured event and we have authorised the repairs or rebuilding of your Home,

✓ We will pay up to \$2,500 of the net cost of you installing:

- a rainwater storage facility; or
- a solar panel or solar tube energy facility.

A 'rainwater storage facility' includes:

- a rainwater tank or bladder;
- an electric pump and wiring;
- a tank stand and base;
- pipes connecting roof drainage to the tank and your Home; and
- installation costs.

A 'solar panel or solar tube heating facility' includes:

- collector panels and tubes that catch and store the sun's energy;
- water tank electric pump and wiring;
- a tank stand and base;
- pipes connecting the collector panels or solar tubes from the roof, to the tank and your Home; and
- installation costs.

'Net cost' means your 'out of pocket' expense after deducting any rebate that you are eligible for under any government scheme. You must supply us with evidence of the amount you spent and the applicable rebate you received, before we can pay you.

But we will NOT pay this benefit if:

- ✗ These items were part of your Home at the time of the loss or damage; and
- ✗ Cover is otherwise available under Additional Cover – Incidental Expenses to meet home building regulations.

6. OPTIONAL COVER

An additional premium may be required and a higher excess may be applied to your policy if you choose one or more of these options.

Storm Damage to Gates and Fences

If this option is shown on your Current Schedule, we will pay the cost to repair or replace your gates and fences located at the site if they are damaged by storm (see page 22).

Damage to Electric Motors

If this option is shown on your Current Schedule, we will cover:

- ✓ The burning out or fusing of a household electric motor which is part of the insured Home
- Cover includes repairing or replacing:
- ✓ Switches, capacitors, condensers, bearings and seals or other electrical components that form part of the appliance and are essential to the operation of the motor.
 - ✓ An entire sealed unit and re-gassing, if the electric motor is inside a sealed refrigeration or airconditioning unit.
 - ✓ A swimming pool water pump combined with its electric motor, if the replacement pump motor cannot be bought on its own.

We will deduct any amount you can recover under a manufacturer's guarantee or warranty.

But we will NOT pay for:

- ✗ Replacing or repairing any part of the gate or fence you don't own.
- ✗ Replacing or repairing any gate(s) or fence(s) that are blown over by storm if they were in need of repair prior to the storm.
- ✗ More than 2 kilometres of fencing.

Our total payment will not exceed the Sum Insured.

But we will NOT pay for:

- ✗ Any motor or sealed unit over 10 years old.
- ✗ The cost of extracting or reinstalling a submersible pump.
- ✗ Damage to a refrigerator or freezer caused by spoiled food.
- ✗ Damage that is covered by a new product guarantee or warranty.

Motors in any:

- ✗ Radio.
- ✗ Television, video recorder, DVD player or recorder.
- ✗ Computer, printer or computer equipment.
- ✗ Microwave oven.
- ✗ Stereo, hi-fi or other sound equipment.
- ✗ Motor or unit that is used for a business activity.

Domestic Workers' Compensation

Domestic Workers' Compensation cover only applies when your Current Schedule shows that you have taken out cover for workers' compensation.

If you have domestic employees, in some circumstances Workers' Compensation cover is compulsory. If you are unsure, check with your local Workers' Compensation Authority.

If you have taken out optional Domestic Workers' Compensation cover, the Workers' Compensation Insurer identified on your Current Schedule will pay the amount you are liable to pay if a person you employ is injured while working for you. The Workers' Compensation Insurer will only pay if the person is doing domestic work for you.

The Workers' Compensation Insurer will NOT pay:

- ✘ If the person is working for you in any licensed business, profession, trade or occupation. The extent of cover and amounts payable are subject to the *Tasmanian Workers Rehabilitation and Compensation Act 1988*.

7. UNOCCUPIED HOME

We will pay for any Insured Event if your Home is unoccupied as long as it is not left unoccupied for more than 90 consecutive days.

If your Home will be left unoccupied for longer than 90 consecutive days:

- We may continue to cover you if you tell us beforehand.
- An additional premium may be required and the cover will commence when any additional premium has been paid.
- Any claims made after 90 days of Unoccupancy will have a \$500 excess applied. This excess is in addition to any basic or optional excess that you may have elected.

8. BUILDING WORK/RENOVATIONS

We will cover you for any Insured Event:

- ✓ Whilst you carry out minor, cosmetic renovations to your Home.
If you will be undertaking major building work or renovations that exceed \$50,000:
 - We may continue to cover you if you tell us beforehand in writing.
 - If we agree to cover you, we will send you a new schedule noting this cover.
 - An additional premium may be required and a higher excess may be applied to your policy as a result of providing this cover.
 - The cover will commence when any additional premium has been paid.

But we do NOT cover:

When your Home's exterior walls or roof are opened up or removed (even if temporarily covered) during home building, alterations or renovations; we do not cover:

- ✗ Legal liability for accidents caused by or arising out of building, altering or renovating your Home.
 - ✓ Unless the total costs of building, altering or renovating are no more than \$50,000.
- ✗ Damage caused by water entering your Home through openings in the walls or roof or other unfinished parts of your Home.
- ✗ Storm damage or malicious acts to unfinished parts of your existing Home or new work.
- ✗ Theft by someone who enters or leaves through an open or unfinished wall, roof, door or window (even if it was temporarily secured or covered).
- ✗ Theft of building materials or fixtures before they are installed or fixed in place.

9. INDIVIDUAL LOT OWNERS

Where the site specified on your Current Schedule is an individual lot of a strata scheme, we will extend cover to indemnify you, as a lot owner only, in respect of:

(a) Loss or damage to common property

Any levy you are liable to pay to the body corporate in respect of loss or damage caused by an Insured Event to:

- (i) the buildings and other improvements (if any) on the common property or the strata scheme; and
- (ii) any building divided by the strata scheme plan; and

(b) Legal liability

Your proportion of the body corporate's liability arising from events for which the body corporate is liable in respect of the strata scheme.

1. YOUR 'CONTENTS'

Your 'Contents' means household goods, personal effects and valuables that you or your family own or are legally responsible for, which are normally kept at the site specified on your Current Schedule.

Including:

- ✓ Carpets whether fixed or not.
- ✓ Internal curtains and blinds.
- ✓ Furniture and furnishings.
- ✓ Electrical appliances that are not wired in such as televisions, stereo systems, computers, heaters, fridges and lamps.
- ✓ Domestic tools and gardening equipment (including ride-on mowers).
- ✓ Wheelchairs and medical equipment.
- ✓ Firearms (as long as they are registered and stored according to legislative requirements).
- ✓ Portable and above-ground swimming pools and spas that are not permanently installed at the site, and their accessories.
- ✓ Remote-control, model or toy:
 - motor vehicles
 - watercraft
 - aircraft (as long as the wingspan is no greater than 1.5 metres).
- ✓ Surfboards, sailboards, canoes, kayaks and non-motorised surf skis.
- ✓ Mobile phones, laptop computers, compact discs and DVDs.
- ✓ Tools of trade (limit of \$1,000).

But NOT including:

- ✗ Electrical appliances, light fittings and alarm systems that are permanently connected to the electricity supply.
- ✗ Dishwashers that are housed in a purpose-built cupboard or bench space.
- ✗ Lawns, trees, plants, shrubs, hedges.
- ✗ Permanently installed swimming pools and spas and their accessories.
- ✗ Any item forming part of your 'Home'.
- ✗ Pets, livestock and domestic animals.
- ✗ Travel or other tickets, coupons or gift vouchers.
- ✗ Motor vehicles or trailers.
- ✗ Motorcycles and mini bikes over 50cc engine capacity.
- ✗ Boats or their outboard motors.
- ✗ Aircraft unless they are remote controlled models or toys with a wingspan no greater than 1.5 metres.
- ✗ Tractors, backhoes, bob-cats, earth dozers or front-end loaders or their accessories or spare parts.
- ✗ Unfixed building materials and uninstalled fittings.

2. INSURED EVENTS

Your Contents are covered for loss or damage caused by:

- ✓ a) **STORM.**

- ✓ b) **FLOOD**, as a result of the overflowing of water from a natural water course, such as a river or creek or a body of water such as a lake or dam.

- ✓ c) The **ESCAPE OF WATER** from a water main, pipe, guttering, fixed domestic appliance, stormwater channel, stormwater canal, or stormwater pipe.

- ✓ d) **LIGHTNING.**

- ✓ e) **FIRE.**

- ✓ f) **EXPLOSION.**

- ✓ g) **THEFT or ATTEMPTED THEFT.**

- ✓ h) **MALICIOUS ACTS.**

But NOT covered for:

- ✗ Storm damage to your Contents caused by water entering your Home through an opening that has resulted from lack of or poor maintenance.

- ✗ Flood damage caused by a tidal wave, tsunami or high tide or other actions of the sea.

- ✗ Damage caused by water escaping from a bath or shower recess where the shower screen or shower curtain were inadequate to prevent the escape of water.

- ✗ Bushfire for the first 48 hours after the start of your Contents Policy unless:
 - you bought or entered into the lease for your Home in the 24 hours before the policy commenced; or
 - your policy commenced immediately after another policy covering the same risk expired, without a break in cover. The maximum amount of cover is the cover under the previous policy.
- ✗ Any increases in sums insured for the first 48 hours.
- ✗ Cigarette or cigar marks or burns.
- ✗ Scorching or burn marks where there has been no flame.

- ✗ Theft or attempted theft by persons who live in your Home, or who have entered your Home or the site with your consent or the consent of a person who lives in your Home.
- ✗ Theft or attempted theft if the security, locking devices or alarm system you told us about were not installed, not in working order or were disconnected.

- ✗ Malicious acts of persons who live in your Home, or who have entered your Home or site with your consent or the consent of a person who lives in your Home.
- ✗ Malicious acts if the security, locking devices or alarm system you told us about were not installed, not in working order or were disconnected.

Your Contents are covered for loss or damage caused by:

- ✓ i) **The IMPACT of:**
- an aircraft, a vehicle, or a water-borne craft;
 - space debris, or debris from an aircraft, rocket or satellite;
 - an aerial or satellite dish;
 - falling power poles or communication poles, towers or lines; or
 - a falling tree or branch.

✓ j) **THE ACTS OF AN ANIMAL.**

✓ k) The **LEAKAGE of OIL** from a fixed heating system in your Home or on the site.

✓ l) **RIOT, CIVIL COMMOTION,
or INDUSTRIAL or POLITICAL DISTURBANCE.**

✓ m) **TERRORISM.**

✓ n) **EARTHQUAKE.**

But NOT covered for:

- ✗ Loss or damage which is caused by tree-felling or tree-logging at the site.
- ✗ The removal of potentially dangerous trees which have not caused damage to your Home.
- ✗ Impact damage caused by roots of trees, plants, shrubs or hedges.
- ✗ The cost of removing and disposing of a tree or branch if no damage has occurred to your Home.

- ✗ Damage by animals or birds kept on the site.
- ✗ Damage by animals or birds pecking, biting, clawing or chewing your Home.
 - ✓ But we will cover damage to your Home caused by an animal accidentally trapped inside your Home, where the animal does not belong to you or anyone living with you.
- ✗ Damage by vermin or insects.
 - ✓ But we will cover fire damage they cause.

- ✗ Loss or damage arising after 72 consecutive hours from the commencement of any riot, civil commotion or industrial or political disturbance.
- ✗ Loss or damage caused by you or someone who lives in your Home or who had your consent to enter your Home (including tenants and boarders).

- ✗ Loss or damage directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with biological, chemical, radioactive or nuclear pollution or contamination or explosion.

- ✗ Loss or damage caused by a tsunami.

3. WE WILL PAY

For loss or damage to Contents **INSIDE** your Home

The contents cover we provide is new for old. We may choose to:

- repair or replace the Contents;
- pay you the reasonable cost of repairing or replacing the Contents; or
- pay you the Sum Insured.

We will attempt as far as possible to match materials to return a damaged item to its former state.

We will pay any additional costs associated with matching materials to create a uniform appearance up to a maximum of \$1,000.

Note: If damage to carpets is not repairable, we will pay the cost of replacement carpets in the room, passageway or stairwell where the damage occurred.

For loss or damage to Contents **OUTSIDE** your Home

Where the loss or damage is caused by any of the Insured Events except STORM or THEFT:

- ✓ We will pay up to 20% of the Sum Insured.

Where the loss or damage is caused by STORM:

- ✓ We will pay up to 5% of the Sum Insured.

Where the loss or damage is caused by THEFT from in the open air at the site:

- ✓ We will pay up to 5% of the Sum Insured.

But we will **NOT** pay for:

- ✗ Theft from common areas or car parking lots of residential flats, units, townhouses, villas or similar buildings, such as theft from a clothes line in a common area of a unit block.
- ✗ Theft from locked or unlocked motor vehicles parked in common areas of residential flats, units or similar buildings.
- ✗ Items insured under a Personal Effects Policy.
- ✗ Cash.
- ✗ Tools of trade.
- ✗ Contents outside the site; in storage, on a person, in transit, or in a motor vehicle, caravan, tent, boat or aircraft.

For Contents temporarily removed to anywhere else in Australia

When your Contents are insured and they are temporarily removed to anywhere else in Australia, we will cover them for Fire damage.

The most we will pay is:

- the sum insured for any listed Contents item; and
- up to 20% of the Contents sum insured for all other items in total.

For Contents temporarily removed from the Home to particular buildings

When your Contents are insured, we will cover them for loss or damage caused by an Insured Event when they are in:

- a motel or hotel room
- a holiday apartment
- another home
- a hospital or nursing home
- a bank safety deposit
- the fully enclosed living quarters of an educational institution.

The most we will pay is:

- the sum insured for any listed Contents item; and
- up to 20% of the Contents sum insured for all other items in total.

For loss or damage to valuable items

The following items are covered for the limits shown unless the item is listed on your Current Schedule with a different limit. Please note: set limits apply to cash, boat equipment and motor vehicle equipment.

- Items of jewellery (including loose, cut and uncut precious and semi-precious stones or gems)
- Furs, curios and works of art
- Items containing gold or silver (other than jewellery, medals or coins)
- Bonds, deeds, documents, manuscripts, and coin, stamp and medal collections
- Boat equipment not in or on a boat
- Motor vehicle equipment not in or on a motor vehicle
- Cash

But we will NOT pay for:

- ✗ Contents outside Australia
 - ✗ Contents in a caravan
 - ✗ cash
 - ✗ Contents temporarily removed for longer than 90 days.
-
- ✗ Contents outside Australia
 - ✗ theft when there is NO forced entry into the building, room or apartment where the Contents are kept
 - ✗ cash
 - ✗ motor vehicle, motorcycle, caravan or trailer accessories
 - ✗ Contents temporarily removed from the insured address for longer than 90 days unless they are in a bank safety deposit
 - ✗ Contents in a furniture warehouse or furniture storage building.

Limit if NOT specified

We may require a current valuation for items to be listed on your Current Schedule.

- Up to \$1,000 per item
- Up to \$1,000 per item
- Up to \$1,000 per item
- Up to \$1,000 in total
- Up to \$1,000 in total
- Up to \$1,000 in total
- Up to \$300 in total

4. ADDITIONAL COVER

We will pay for:

✓ **Accidental Breakage**

We will pay the cost of replacing glass that forms part of an item of furniture, light fitting or household appliance, which is part of your Contents.

✓ **Damage caused by Power Surge**

If a domestic appliance is damaged as a result of a power surge, we will pay to repair or replace that item, if it is part of your Contents.

✓ **Keys and Locks**

If the keys to your Home are lost or stolen, we will pay up to \$500 to re-key or replace the locks (under either this policy or your Home Insurance Policy, but not both).

✓ **Cover for Temporary Accommodation for Tenants and Strata Title Owners**

If you are a tenant or strata title owner and you permanently reside in your Home and it is damaged by any of the Insured Events so that you cannot live in it, we will pay your additional reasonable accommodation expenses from the time of the damage, which you actually incur while your Home is being rebuilt or repaired.

✓ Note: This benefit is paid in addition to the total Sum Insured.

✓ **Accidental Death**

If you are physically injured as a result of an Insured Event and those injuries result in your death within 90 days, we will pay \$5,000 to your surviving spouse (legal or de facto) or to your estate.

✓ **Credit Card Fraud**

We will pay up to \$1,000 if your credit/ATM cards are lost or stolen and used without your authority. You must comply with conditions of use under which the card was issued before we will give you this benefit.

But we will NOT pay:

✗ For glass in a television, radio or computer equipment.

✗ For items already in a damaged condition.

✗ For items which are not glass, including ceramics or marble.

✗ For scratches and chipping.

✗ More than \$1,000 per item.

✗ More than \$3,000 for all items damaged as a result of a power surge.

✓ Note: These limits will not apply if you can provide proof that the damage was as a direct result of one of the Insured Events.

✗ For motor vehicle or motorcycle keys or their locks.

✗ For more than an additional 10% of the Sum Insured.

✗ If your card is stolen by a person who lives in your Home, or who has entered your Home or the site with your consent or the consent of a person who lives in your Home.

We will pay for:

✓ **Frozen Food**

We will pay up to \$300 for food spoiled in your Home as a result of:

- (a) mechanical breakdown of the freezer; or
- (b) an unforeseeable interruption to the public electric power grid cutting off the supply of electricity to your Home.

✓ **Strata Title Owner's Fixtures**

If your Home is a strata title property owned by you, we will cover fixtures in your Home if they are not covered by body corporate building insurance held by you or on your behalf.

✓ **Property Belonging to Guests or Visitors**

We will pay up to \$500 to a guest or visitor temporarily in your Home, for loss or damage to their property inside your Home as a result of any of the Insured Events.

✓ **Automatic adjustments to the Sum Insured**

When your policy is due for renewal, we will increase your Sum Insured to allow for additional items you might buy during the period of insurance and for increases in the replacement cost of Contents.

Your Current Schedule at renewal will show the new Sum Insured.

Note: You do not have to accept the revised Sums Insured and can ask us to change them at any time. You are responsible for calculating the correct replacement Sum Insured. If in doubt, ask for advice from a professional valuer or home builder. We will not decrease your Sum Insured without your instruction.

We will not adjust the sums insured for:

- ✗ Listed Contents items.
- ✗ Specified Personal Effects.

You need to revalue these items regularly to make sure they are insured for replacement cost.

We will cover:

✓ Legal Liability

Unless specifically shown elsewhere in this policy we will cover your and your family's legal liability for claims arising from events:

- outside the site; and
- within Australia;

and which cause:

- death or bodily injury to any person; or
- damage to property other than property which you own or control.

Extended Liability Cover for Tenants and Strata Title Owners

If you are a tenant or strata title owner of your Home and you live in it, we will cover you against legal liability for claims arising from events:

- which occur in your Home or on the site; or
- for which you are liable as owner or occupier of your Home or the site;

and that cause:

- death or bodily injury to any person; or
- damage to property other than property which you own or control.

The limit of cover in relation to any one incident is \$20,000,000 plus an additional \$5,000,000 to cover the legal costs of a lawyer, appointed by us, defending such claims or appearing or acting for you in connection with the death, injury or damage (for example, by appearing at an inquest).

But we will NOT cover:

- ✗ Liability for an intentional act by you, your family, or a person acting with the consent of you or your family.
- ✗ If the person against whom the claim is made holds or was required by law to hold compulsory workers' compensation or third party personal injury insurance which would provide cover for the claim in whole or in part.
- ✗ Liability to you or any person (other than a tenant or boarder) who lives with you.
- ✗ Claims arising out of the use of any vehicle, aircraft or water-borne craft.
- ✗ Claims arising out of the use of your Home for any business purpose.
- ✗ Claims arising from erosion, subsidence or landslide.
- ✗ Liability which arises only because you have agreed to take the liability upon yourself whether under a lease or by any other means.
- ✗ Liability for injury arising directly or indirectly out of the inhalation of, or fears of the consequences of exposure to, or inhalation of, asbestos fibres or derivatives of asbestos. Liability for loss, cost or expense associated with the cleaning up, or removal of, or damage to, or loss of use of, property arising out of any asbestos, asbestos fibres or any derivatives of asbestos.

5. OPTIONAL COVER

An additional premium may be required and a higher excess may be applied to your policy if you choose one or more of these options.

Damage to Electric Motors

If this option is shown on your Current Schedule, we will cover:

- ✓ The burning out or fusing of a household electric motor which is part of the insured Contents.

Cover includes repairing or replacing:

- ✓ Switches, capacitors, condensers, bearings and seals or other electrical components that form part of the appliance and are essential to the operation of the motor.
- ✓ An entire sealed unit and re-gassing, if the electric motor is inside a sealed refrigeration or airconditioning unit.
- ✓ A swimming pool water pump combined with its electric motor, if the replacement pump motor cannot be bought on its own.

We will deduct any amount you can recover under a manufacturer's guarantee or warranty.

Domestic Workers' Compensation

Domestic Workers' Compensation cover only applies when your Current Schedule shows that you have taken out cover for workers' compensation.

If you have domestic employees, in some circumstances Workers' Compensation cover is compulsory. If you are unsure, check with your local Workers' Compensation Authority.

If you have taken out optional Domestic Workers' Compensation cover, the Workers' Compensation Insurer identified on your Current Schedule will pay the amount you are liable to pay if a person you employ is injured while working for you. The Workers' Compensation Insurer will only pay if the person is doing domestic work for you.

But we will NOT pay for:

- ✗ Any motor or sealed unit over 10 years old.
- ✗ The cost of extracting or reinstalling a submersible pump.
- ✗ Damage to a refrigerator or freezer caused by spoiled food.
- ✗ Damage that is covered by a new product guarantee or warranty.

Motors in any:

- ✗ Radio.
- ✗ Television, video recorder, DVD player or recorder.
- ✗ Computer, printer or computer equipment.
- ✗ Microwave oven.
- ✗ Stereo, hi-fi or other sound equipment.
- ✗ Motor or unit that is used for a business activity.

The Workers' Compensation Insurer will NOT pay:

- ✗ If the person is working for you in any licensed business, profession, trade or occupation. The extent of cover and amounts payable are subject to the *Tasmanian Workers Rehabilitation and Compensation Act 1988*.

6. UNOCCUPIED HOME

We will pay for any Insured Event if your Home is unoccupied as long as it is not left unoccupied for more than 90 consecutive days.

If your Home will be left unoccupied for longer than 90 consecutive days:

- We may continue to cover you if you tell us beforehand.
- An additional premium may be required and the cover will commence when any additional premium has been paid.
- Any claims made after 90 days of Unoccupancy will have a \$500 excess applied. This excess is in addition to any basic or optional excess you may have elected.

7. BUILDING WORK/RENOVATIONS

We will cover you for any Insured Event:

- ✓ Whilst you carry out minor, cosmetic renovations to your Home.
If you will be undertaking major building work or renovations that exceed \$50,000:
 - We may continue to cover you if you tell us beforehand in writing.
 - If we agree to cover you, we will send you a new schedule noting this cover.
 - An additional premium may be required and a higher excess may be applied to your policy as a result of providing this cover.
 - The cover will commence when any additional premium has been paid.

But we do NOT cover:

When your Home's exterior walls or roof are opened up or removed (even if temporarily covered) during home building, alterations or renovations; we do not cover:

- ✗ damage caused by water entering your Home through openings in the walls or roof or other unfinished parts of your Home, or
- ✗ storm damage or malicious acts to unfinished parts of your existing Home or new work, or
- ✗ theft by someone who enters or leaves through an open or unfinished wall, roof, door or window (even if it was temporarily secured or covered), or
- ✗ theft of building materials or fixtures, or
- ✗ legal liability for accidents caused by or arising out of building, altering or renovating your Home,
 - ✓ unless the total costs of building, altering or renovating are no more than \$50,000.

ACCIDENTAL DAMAGE OPTION

Available for both Home and Contents Insurance cover

Optional Accidental Damage cover only applies to your Home and/or your Contents Insurance cover when your Current Schedule shows that you have taken out Accidental Damage cover under your Home and/or Contents Insurance (as applicable). An additional premium may be required as a result of selecting this option.

We will pay for:

- ✓ In addition to the Insured Events set out on pages 20-27 of your Home Insurance cover and pages 44-49 of your Contents Insurance cover, your Home and/or Contents (as applicable) are covered for loss or damage caused by an Accident (as an Insured Event), including:
 - scorching by hot objects when there is no flame; and
 - loss or damage caused by a domestic animal or bird.

Exclusions that apply to the Insured Events also apply to your Accidental Damage cover.

Exclusions in respect of 'scorching or burn marks where there has been no flame' and 'damage by animals or birds kept on the site' will not apply.

But we will NOT pay for loss or damage to:

- ✗ Cash.
- ✗ Mobile phones.
- ✗ Computers, including laptops, electronic diaries, palm or pocket PCs.
- ✗ Photographs, films or other visual images stored electronically or on any other medium, including hard copies.
- ✗ Swimming pool liners or covers.
- ✗ Model aircraft, watercraft or vehicles that are remote-controlled.
- ✗ Contents away from the site.

And your Home and Contents are NOT covered for loss or damage caused by:

- ✗ Tenants or boarders.
- ✗ A computer virus or computer malfunction.
- ✗ Mechanical or electrical breakdown.
- ✗ Building, renovating or altering your Home (except for painting the Home).
- ✗ Scorching or burning by cigarettes, cigars or pipes.
- ✗ Loss of an item without you being able to reasonably identify an insured incident that caused it to be missing.
- ✗ Animals, birds or insects pecking, biting, clawing or chewing your Contents (but we will cover damage to your Home caused by an animal, which does not belong to you or anyone living with you, accidentally trapped inside your Home).

Conditions

- Accidental Damage cover is not available as an option on tenanted homes or on a landlord's Contents in a home or unit occupied by a tenant.

PERSONAL EFFECTS INSURANCE COVER

This option is only available if you have current Contents cover with us.

1. 'PERSONAL EFFECTS'

'Personal Effects' are items of property normally worn or carried by you and your family for personal use. You will need to refer to the list below to determine what items are covered under this policy. Only certain items can be covered under Unspecified Personal Effects and these are shown below. Please note: the most you can claim for Unspecified Personal Effects is \$1500 per claim, with a limit per item of \$500. If you require coverage above these limits, and if we agree, you can specify the items with their sums insured and these are listed on your Current Schedule.

2. TYPES OF COVER

There are two types of cover available under your Personal Effects Insurance Policy. You can choose one or both types of cover. The cover(s) you have chosen will be shown on your Current Schedule.

COVER 1: Unspecified Items

These items are not required to be listed individually on your Current Schedule.

There is a limit per item and per claim.

These limits are shown on your Current Schedule as well as any excess that applies.

COVER 2: Specified Items

This cover will include any Personal Effects that are listed on your Current Schedule as Specified Items.

You will need to describe each item and tell us its replacement value. Each item will be covered up to the value shown next to the item on your Current Schedule.

You may need to provide a written valuation or receipt to us. We will tell you whether this will be necessary.

Item	Unspecified Personal Effects	Specified Personal Effects	But NOT including:
Laptops, portable computers.	✗	✓	
Electronic organisers and calculators.	✗	✓	✗ Hand-held computer games (e.g. Game Boy, Nintendo).
Mobile phones and accessories.	✗	✓	
Jewellery.	✓	✓	✗ Loose-cut and uncut precious and semi-precious stones or gems.
Musical instruments.	✓	✓	

Item	Unspecified Personal Effects	Specified Personal Effects	But NOT including:
Sporting equipment, which is equipment used for sporting, leisure and recreational use.	✓	✓	<ul style="list-style-type: none"> ✗ Parachutes. ✗ Watercraft such as sailboards or surfboards. ✗ Model craft. ✗ Aircraft or hang gliders. ✗ Motor vehicles, caravans, trailers, motorised golf carts, or accessories for these vehicles. ✗ Motorcycles, trail bikes, mini bikes, motorised go-carts and their accessories, spare parts or helmets. ✗ Animals, birds or pets. ✗ Camping equipment.
Cameras and their accessories.	✓	✓	✗ Equipment used for any business activity.
Video cameras and their accessories.	✓	✓	✗ Equipment used for any business activity.
Blankets, travel rugs and towels.	✓	✓	
Clothing.	✓	✓	✗ Motorcycle helmets.
Watches and clocks.	✓	✓	✗ Any glass in watches or clocks.
Binoculars and telescopes.	✓	✓	
Sunglasses.	✓	✓	
Portable and battery operated music systems, eg. iPods, mp3 players, portable televisions, portable DVD players.	✓	✓	✗ Compact discs (CDs), digital versatile discs (DVDs), cassette tapes, films, floppy disks and associated software.
Camping equipment designed to be carried by 1 person while hiking including: <ul style="list-style-type: none"> • backpacks and sleeping bags; and • a tent which sleeps up to 3 persons. 	✓	✓	✗ Camping equipment designed to be carried by more than 1 person.
Luggage, handbags, wallets, purses and briefcases.	✓	✓	✗ Cash, stamps, negotiable items, travel documents, coupons or gift vouchers, licences, passports or other documents.
Hand-held computer games (e.g. Game Boy, Nintendo).	✗	✓	✗ Game disks and software.

Item	Unspecified Personal Effects	Specified Personal Effects	But NOT including:
Cosmetics and toiletries, portable hairdryers and shavers.	✓	✓	
Prams, strollers, baby capsules and other baby carriers.	✓	✓	
Hearing aids, dentures, wheelchairs, walking sticks, crutches, prescription glasses.	✓	✓	<ul style="list-style-type: none"> ✗ Any benefit which can be claimed through a health fund, e.g. Medicare, MBF. ✗ Contact lenses, corneal caps or micro lenses.
Bicycles and their accessories up to a limit of \$2,000.	✗	✓	<ul style="list-style-type: none"> ✗ Motorcycles, motorised bicycles, motorised scooters, motor vehicles, motorised wheelchairs.
Firearms and accessories (as long as they are registered and stored according to legislative requirements).	✗	✓	
Fishing rods and fishing tackle.	✓	✓	
Portable fridges, generators.	✗	✓	

3. WE WILL PAY

We will cover you if any of your Personal Effects:

- are stolen and not recovered;
- are lost and not found; or
- suffer accidental damage while in Australia or New Zealand.

We will also cover your Personal Effects for any loss or damage caused by Insured Events as listed under your Contents Policy (see pages 46-49) whilst in Australia or New Zealand.

We may choose to:

- repair the item;
- replace the item with an item of the same or similar type and quality;
- pay you the reasonable cost of repairing or replacing the item up to the Sum Insured; or
- pay you the Sum Insured for Specified Personal Effects.

If an item forming part of a pair or set is stolen, lost or suffers accidental damage and it is not possible to repair or replace that part, we may choose to:

- replace the whole pair or set; or
- pay you the value of that pair or set.

But we will NOT pay for:

- ✗ Mechanical, structural or electrical failure of the item.
- ✗ Scratching or denting.
- ✗ Loss or damage caused by overwinding of watches or clocks.
- ✗ Any item while repairs or maintenance work is being carried out on it.
- ✗ Loss or damage to bicycles, musical instruments, sporting, recreational or hiking equipment while they are being used for the purpose for which they are intended.
- ✗ Loss or damage caused by atmospheric conditions or extremes of temperature.
- ✗ Loss or damage caused by vermin or insects.
- ✗ The cost of reinstalling or replacing electronically stored files.
- ✗ Loss or damage that can be claimed under your Contents insurance.

What is NOT covered under any policy

1. YOU ARE NOT COVERED UNDER ANY POLICY FOR:

- (a) Loss, damage or liability which arises gradually over time, not as a result of a single event or occurrence.
- (b) Any event causing loss, damage or liability, which does not occur during the Period of Insurance.
- (c) Loss, damage or liability caused by, arising directly or indirectly from or in any way connected with depreciation, wear, tear, rust, fading, mould, rising damp, mildew, rot or corrosion.
- (d) Loss, damage or liability caused by, arising directly or indirectly from or in any way connected with radioactivity or the use, existence or escape of nuclear fuel, material or waste.
- (e) Loss, damage or liability caused by, arising directly or indirectly from or in any way connected with any war, invasion, or acts of foreign enemy or hostilities (whether war has been declared or not). This includes civil war, rebellion, revolution, insurrection, and military or usurped power.
- (f) Loss, damage or liability caused by, arising directly or indirectly from or in any way connected with the lawful seizure, confiscation, nationalisation or requisition of any insured item.
- (g) Loss, damage or liability which arises outside Australia. However, there is cover under the Personal Effects Policy for loss or damage to Personal Effects while in Australia and New Zealand.
- (h) Loss, damage or liability caused by or arising directly or indirectly from or in any way connected with an intentional act by you or your family or a person acting with the consent of you or your family.
- (i) Loss, damage or liability caused by or arising directly or indirectly from or in any way connected with the sea or high water.
- (j) Loss, damage or liability caused by or arising directly or indirectly from or in any way connected with faulty design or workmanship.
- (k) Loss or damage caused by terrorism, directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with biological, chemical, radioactive or nuclear pollution or contamination or explosion.
- (l) The cost of reinstalling or replacing electronically stored files.
- (m) Items sent by post or courier.
- (n) Erosion or subsidence caused by or as a result of erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement.

2. WE MAY REFUSE A CLAIM, CANCEL A POLICY OR DO BOTH IF:

- | | |
|--|--|
| (a) You are not truthful, accurate and frank in any statement you make in connection with a claim. | |
| (b) You do not keep an insured item(s) in good order and repair, including but not limited to watertight, structurally sound, secure and well-maintained. | This will not apply if it was reasonable on your part to have been unaware that your insured item(s) was not in good order and repair. |
| (c) You have not taken all reasonable care to protect any insured item(s). | |
| (d) An insured item is used (or let) for business purposes unless you tell us beforehand in writing and we agree to cover you. | If we agree to cover you, we will send you a new schedule noting this cover.
An extra premium may be required for this additional cover and cover will commence when any extra premium has been paid. |
| (e) You illegally keep in your Home, or at the site, explosives or flammable or combustible fluids. | |
| (f) You do not immediately make a report to the police if you suspect that: <ul style="list-style-type: none">• an insured item has been stolen;• someone has acted maliciously in relation to an insured item; or• an attempt has been made to do either of these things. We may require you to provide proof that a report was made. | |

1. THE GENERAL INSURANCE CODE OF PRACTICE

We support and adhere to the General Insurance Code of Practice. A copy of the code can be obtained from the Insurance Council of Australia by visiting www.ica.com.au or by phoning (02) 9253 5100.

2. OUR DISPUTE RESOLUTION PROCESS

If you have a complaint about any of our services or products, we want to give you every opportunity to find a satisfactory resolution.

Step 1 Talk to us first

If you have a complaint, please give us every reasonable opportunity to try to resolve your complaint by first discussing it with one of our supervisors or managers.

If you are still not satisfied with our initial response you can contact our Compliance Manager.

Step 2 Contact our Compliance Manager

If, having explored every avenue with our staff and management, you are still unhappy about our response, you may ask for it to be reviewed by our Internal Dispute Resolution (IDR) Panel. This panel is made up of people who have had nothing to do with the previous decision and have not previously been involved with your case. The members of the panel have the skills and authority necessary to review the decision.

To activate this process, ask one of our customer service officers to connect you to our Compliance Manager, who will explain the process to you and assist you in lodging a request to have the matter reviewed. You can also make a request for a review by the IDR Panel by writing a letter to:

The Compliance Manager
RACT Insurance Pty Ltd
GPO Box 1292
Hobart TAS 7001

After the matter has been lodged for review by the IDR Panel, we will write to you within 15 working days informing you of our decision and clearly indicating the reasons for that decision.

If you are still not satisfied with the outcome you can seek an external review of the decision.

Step 3 Seek an external review of the decision

If the internal dispute resolution is not in your favour and you are still unhappy with the decision after reviewing the reasons provided, you can then approach the Insurance Ombudsman Service (IOS) for its advice. The IOS may be contacted at:

Insurance Ombudsman Service
PO Box 561
Collins St West
Melbourne VIC 8007

Phone: 1300 780 808

Fax: (03) 9621 2060

Email: ios@insuranceombudsman.com.au

www.insuranceombudsman.com.au

The IOS will advise you if you are eligible to have our decision reviewed by their Independent Review Panel or by one of their referees. Again, this is without cost to you and the decision of the IOS is binding on us, in accordance with their Terms of Reference.

If, after having exhausted all these avenues through our internal processes and those of the IOS, we have not been able to reach a satisfactory resolution, you still retain your rights under the law.

INSURANCE FRAUD

Insurance fraud is not a victimless crime. It imposes additional costs on honest policyholders and wastes the resources of our community.

This means it affects everyone.

We're encouraging the community to help prevent insurance fraud.

You can help – report any suspected insurance fraud to the RACT Insurance Compliance Manager.

Call 13 27 22 or email racticompliance@ract.com.au

