



HOME, CONTENTS
AND PORTABLE ITEMS
INSURANCE

WITH RACT INSURANCE



Product Disclosure Statement



The issuer of this product is RACT Insurance Pty Ltd ABN 96 068 167 804 AFS Licence No 229076.
The Royal Automobile Club of Tasmania Limited ABN 62 009 475 861 acts as an agent for RACT Insurance Pty Ltd, not as your agent.

RACT Insurance Pty Ltd

RACT House, 179-191 Murray Street
Hobart, Tasmania 7000
Phone: (03) 6232 6300
Fax: (03) 6231 9034

This PDS came into effect on the 1st of April 2021

Introduction

Product Disclosure Statement

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 22

Contents Insurance - page 40

Portable Items Insurance - page 62

You can choose the cover that meets your particular needs.

In order to properly understand the significant features, benefits and limits of each of the policies available, you need to 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.

If you're about to read this PDS because loss or damage has been caused to your home or your contents or your portable items and you haven't already called us, please do so now on 13 27 22 or visit our website at www.ract.com.au. That's the very best way of getting the help you need as quickly as possible.

Premium and Payments Guide

The Premium and Payments Guide (PPG) is a document containing information about how we calculate your premium, and how we determine excesses and discounts in connection with your policy.

You may obtain a copy of the PPG by contacting us on 13 27 22, visiting your nearest branch or visiting our website at www.ract.com.au.

Important information about your policy

Our agreement with you

When we agree to enter into a policy with you, we will issue you with a policy schedule, PPG, this PDS and any Supplementary PDS we may issue.

Together these documents make up the terms and conditions of your insurance contract. We recommend you read them carefully and store them together in a safe place.

More than one insured

If your current schedule shows more than one named insured, any actions including but not limited to, changes, requests, cancellations, omissions, statements, claims or acts generated by one insured will be treated as having come from all those named as an insured on your current schedule.

We may agree to make any requested changes without notice to any other person named as an insured on the current schedule.

Changes to your policy

You must contact us when:

- your contact details change;
- any information on your current schedule is no longer accurate, such as the insured address;
- you need to update your sum insured, for example, following completion of home renovations;
- your home will become unoccupied for more than **60 consecutive days**;
- you start to operate or intend to operate a business at the insured address;
- there are any changes to business activity that we have accepted when insuring your home, such as changing the type of business, or people start visiting the insured address for the business activity;
- you purchase a new home or sell the home insured by this policy;
- you move out and/or intend to let some or all of your home to tenants;
- you share your home on a co-tenancy basis;
- any part of your home is used as a hotel, motel, bed and breakfast, homeshare, boarding or guest house;
- you enter into a crown land agreement.

When you advise us of any changes, and we agree to make the change to your policy, we will give you written confirmation of our agreement to the changes. We may apply an additional excess, charge additional premium or impose a special condition on your policy. In some cases, we may no longer be able to offer you cover and if this occurs we will cancel your policy. For full details, see [Cancelling your policy after the cooling-off period on page 76](#).

Notices

We will give you any notice in writing. The notice will be effective if it is delivered to you personally or if it is delivered to your address last known to us, including when it is sent to your nominated email address.

When we offer to renew your policy, we will send you a renewal notice at least 14 days before your policy expires. If we decide not to offer to renew your policy, we will advise you of this decision at least 14 days before your policy expires.

Duty of disclosure

Before you enter into, renew, extend, vary or reinstate an insurance contract, you have a duty of disclosure under the *Insurance Contracts Act 1984*.

We may ask you questions that are relevant to our decision to insure you and on what terms. If we do, you must tell us anything that you know and that a reasonable person in the circumstances would include in their answer.

You have this duty until we agree to insure you, renew, extend, vary or reinstate an insurance contract.

If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

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 so on their behalf.

Cooling-off period

You have **21 days** from the commencement of your policy in which you can cancel it. All you need to do is contact us on 13 27 22 or visit your nearest branch. You do not need to give us any reason. Provided you have not made a claim under the policy, we will cancel it and provide you with a full refund of the premium you have paid. You will not be able to make any claim under the policy once you have cancelled it.

Your sum insured

You need to ensure your sum insured is accurate when you insure your home, your contents, and/or your portable items and also each time you renew your policy.

To ensure your sum insured is adequate, it is important to review it regularly, being mindful of:

- age, construction, condition, style, layout, features and outbuildings;
- rebuild costs, professional fees and cost of demolition;
- any building work or renovations recently completed at the insured address;
- any items recently purchased, including any additional or updated contents items;
- any changes in value of contents including contents with flexible limits or specified portable items.

If your sum insured is inadequate you may suffer serious financial loss. It is your responsibility to ensure that your sum insured reflects the true replacement value.

You can ask us to change the sum insured at any time, for example, following the completion of any home renovations. The sum insured for your home should not include the value of the land.

If you are unsure of values, you may choose to use an expert such as a professional valuer or home builder or you can visit our website at www.ract.com.au where you will find sum insured calculators that may assist you to calculate your sum insured.

Automatic adjustment of your sum insured at renewal

When your policy is due for renewal, we may increase your home and/or your contents sum insured to allow for any increase in building costs and inflationary trends.

The schedule that we provide you at renewal will show the new sum insured. It is your responsibility to ensure that your sum insured reflects the true replacement value.

We will not decrease your sum insured without your instruction. You do not have to accept the revised sum insured and can ask us to review it at any time.

The sum insured on contents with flexible limits and/or specified portable items do not automatically adjust each renewal. You are responsible for reviewing the sum insured on these items.

Exclusions for new policies

There is no cover for bushfire, tsunami, storm or flood in the first **72 hours** of your policy. Some exceptions apply. For full details, see the insured events of:

Fire - pages 24, 43

Earthquake or Tsunami - pages 23, 44

Storm - pages 26, 45

Flood - pages 27, 46

Building work or renovations

If you carry out building work or renovations at the insured address, some limits apply. For full details, see **Legal liability on page 59** and **General exclusions on page 65**.

Unoccupied home

If your home becomes unoccupied for more than **60 consecutive days**, there is no cover for some insured events **unless** you have told us and we have agreed to cover this, and it is shown on your current schedule.

Unoccupancy can reasonably be regarded as causing or contributing to the loss in respect of these insured events (for example, an unoccupied home is at higher risk of malicious damage or burglary).

For these insured events, we will only pay for the part of the loss or damage claimed which you can prove was not caused by the unoccupancy.

For full details, see the insured events of:

Fire - pages 24, 43

Escape of liquid - pages 28, 47

Theft or Burglary - pages 25, 48

Intentional or Malicious damage - pages 31, 48

Explosion - pages 31, 50

Home and contents

Cover	HOME	PAGE NO	CONTENTS	PAGE NO
Insured Events				
Fire	✓	24	✓	43
Lightning	✓	24	✓	44
Earthquake or Tsunami	✓	23	✓	44
Storm	✓	26	✓	45
Flood	✓	27	✓	46
Escape of liquid	✓	28	✓	47
Theft or Burglary	✓	25	✓	48
Intentional or Malicious damage	✓	31	✓	48
Impact	✓	30	✓	49
Glass breakage	✓	29	✓	50
Explosion	✓	31	✓	50
Riot or Civil commotion	✓	25	✓	45
Additional cover				
Incidental expenses	✓	32	✗	
Removal of debris	✓	32	✓	51
Exploratory costs	✓	33	✗	
Safety net	✓	34	✗	
Matching and modifying	✓	33	✗	
Matching materials	✗		✓	51
Temporary accommodation	✓	34	✗	
Temporary accommodation for renters or for strata title owners	✗		✓	52
Fixtures when you own a strata property	✗		✓	53
Landlord's fixtures and fittings when you are a renter	✗		✓	53
Property belonging to visitors	✗		✓	53
Loss of rent	✓	35	✗	
Environmental improvements	✓	35	✗	
Accidental death	✓	36	✓	54

Cover	HOME	PAGE NO	CONTENTS	PAGE NO
Extra cover				
Keys and locks	✓	37	✓	54
Damage caused by a trapped animal	✓	37	✓	55
Damage caused by emergency services	✓	37	✗	
Food and medication spoilage	✗		✓	55
Optional cover				
Accidental damage	✓	38	✓	56
Damage to electric motors	✓	39	✓	58
Legal liability cover				
	✓	59	✓	59

Portable items cover				
Cover	UNSPECIFIED	PAGE NO	SPECIFIED PORTABLE ITEMS	PAGE NO
Theft	✓	62	✓	62
Lost	✓	62	✓	62
Accidental damage	✓	62	✓	62

Contents

Introduction	1
Product Disclosure Statement.	1
Premium and Payments Guide.....	1
Important information about your policy	2
Our agreement with you	2
More than one insured	2
Changes to your policy	2
Notices	3
Duty of disclosure	3
If you do not tell us something	3
Who does the duty of disclosure apply to?	3
Cooling-off period	4
Your sum insured	4
Automatic adjustment of your sum insured at renewal	5
Exclusions for new policies	5
Building work or renovations	5
Unoccupied home	6
Important information about claims	11
Excesses	12
How we settle your claim	13
Home	13
Contents.....	14
Portable items	16
Repair guarantee	18

Summary of important claims information	19
Co-operation	19
Admissions	19
Establish your loss	20
Assessing your claim	20
Damaged or recovered property ...	20
If we decline a claim	20
Payment of sum insured	21
Home insurance	22
What we cover as your home	22
What we do not cover as your home	22
Insured events	23
Additional cover	32
Extra cover	37
Optional cover	38
Contents insurance	40
What we cover as your contents	40
What we do not cover as your contents	40
Insured events	43
Additional cover	51
Extra cover	54
Optional cover	56

Home and Contents	
Legal liability	59
Portable items insurance.....	62
What we cover as your portable items	62
Types of Cover.....	63
Unspecified Portable Items	63
Specified Portable Items (insured for their replacement value)	63
What we do not cover as your portable items	64
Sections that apply to home, contents and portable items	65
General exclusions.....	65
Definitions.....	70
Paying your premium	74
Payment in full	74
Payment by instalments	74
Cancelling your policy after the Cooling-off period	76
Goods and services tax	76
Updating our PDS	76
How we resolve complaints	77
The General Insurance Code of Practice.....	78
Financial Claims Scheme	78
Privacy of personal information	78

Important information about claims

You must contact us as soon as possible if your home, your contents or your portable items have been damaged, or any loss has resulted from an event covered by your policy.

You can call us on 13 27 22 or visit www.ract.com.au for further information.

When you make a claim you will be asked questions about the incident and we will guide you through the claims process. We may also arrange for one of our service partners to assist with your claim.

You must also:

- take reasonable steps to prevent further loss or damage (see [Emergency repairs on page 13](#));
- report any intentional or malicious damage, or theft or burglary to the police and ensure you keep details of the report number;
- take reasonable steps to provide proof of ownership;
- provide evidence as to the extent of loss or damage.

For full details on making a claim see:

[Summary of important claims information on page 19](#);

[How we settle your claim: Home on page 13](#);

[How we settle your claim: Contents on page 14](#);

[How we settle your claim: Portable items on page 16](#).

Excesses

An excess is the amount you must contribute towards each claim. The excesses we apply are:

- **Standard Excess** – there are a number of standard excess options. You have the option of a higher standard excess in return for a reduction in your premium on each policy. The excess shown on your current schedule will apply to all claims.
- **Additional Excess** – may be applied when some aspects of the property or owner to be insured fall outside our normal underwriting guidelines. This excess is in addition to any other excesses applicable on your policy.
- **Earthquake or Tsunami Excess** – this excess is in addition to any other excesses applicable on your policy.

The amount and types of excesses that may apply are shown on your current schedule. You may have to pay more than one excess. The relevant excesses are payable for each claim you make on your policy.

Your excess does not have to be paid at the time of lodging your claim. It will have to be paid before your claim is finalised. We will tell you when your excess is to be paid and how it is to be paid. If you are experiencing financial hardship, please contact us to discuss how we may be able to assist with respect to the payment of excess. This could include the deduction of the amount of the excess from the amount to be paid under the claim, or we can arrange a payment plan for you.

If you make a claim on both your home and your contents policies only one excess applies, the higher standard excess amount is payable.

For full details on excesses, please see the PPG. You may request a copy of the PPG by contacting us on 13 27 22, visiting your nearest branch or visiting our website at www.ract.com.au.

How we settle your claim

Home

When your home has been damaged and the damage is covered by your policy, at our option we will:

- repair your home;
- rebuild your home; **or**
- pay you a cash settlement to repair or rebuild your home.

If we repair (or pay you a cash settlement to repair), we will at our option do so on a 'new for old' basis or to a similar condition to what your home was in before the loss or damage occurred.

If we rebuild (or pay you a cash settlement to rebuild), we will do so on a 'new for old' basis.

We will choose the repairer or builder.

If we agree to pay you a cash settlement at your request (and we would otherwise opt to repair or rebuild) we will pay you what it would cost us to repair or rebuild the damage to your home which is covered by your policy.

If we pay you a cash settlement at our option we will pay you what it will reasonably cost you to repair or rebuild the damage to your home which is covered by your policy.

We will only repair or rebuild the parts that are damaged in the incident covered by your policy. You cannot claim to replace undamaged parts of your home except where we pay for **Matching materials** (see [page 33](#)).

When we repair or rebuild your home, we may also pay to match materials and modify your home to fit replacement fixtures. For full details see [Matching and modifying on page 33](#).

Repair or rebuild alternatives you choose

If we agree to repair or rebuild your home, you may repair or rebuild your home in any way you like, including changing the materials, plan, specification, size or location, but if you decide to do this, we will not pay any additional costs resulting from making these changes.

Emergency repairs

You must not carry out or have any repair work carried out without our prior authorisation, **unless** they are emergency repairs that are reasonably necessary to prevent further loss and you cannot contact us to seek our authorisation. If we agree to pay your claim, we will pay for these repairs, provided you retain all receipts.

Contents

When your contents have been damaged and the damage is covered by your policy, at our option we will:

- repair your contents;
- replace your contents 'new for old'; **or**
- pay you a cash settlement to repair or replace your contents.

If we repair (or pay you a cash settlement to repair), we will do so on a 'new for old' basis or to a similar condition to what the contents were in before the loss or damage occurred.

If we replace (or pay you a cash settlement to replace) we will do so on a 'new for old' basis.

If we agree to pay you a cash settlement at your request (and we would otherwise opt to repair or rebuild) we will pay you what it would cost us to repair or replace the damaged contents which are covered by your policy.

If we pay you a cash settlement at our option we will pay you what it will reasonably cost you to repair or replace the damaged contents which are covered by your policy.

Pairs or sets

We will only pay to repair or replace the damaged part **unless** it will cost us less to repair or replace the entire pair or set.

Example: If a single chair that forms part of a lounge suite is damaged, we will only pay to repair or replace the damaged chair, or pay you the cost of repairing or replacing the chair. We will not pay for the whole suite **unless** the whole suite will cost less than the single chair to repair or replace.

Paintings, pictures, works of art, sculptures, art objects, collections, memorabilia and antiques

If an item cannot be repaired or replaced, 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 listed sum insured for that item, or if there is no listed sum insured, the limit shown under **Contents with flexible limits** (see [page 41](#)).

Items that can no longer be replaced

If an item is no longer available and cannot be replaced, we will replace it with the nearest equivalent (this may mean a different brand). We will not pay to replace electrical items such as outdated computers or TV's that are no longer able to be used for their intended purpose.

If we are unable to replace your contents item 'new for old' due to it being obsolete or no longer available as new, but it is used for another purpose by you or your family, we will pay you the current replacement value of the repurposed item.

Contents continued.

Emergency repairs

You must not carry out or have any repair work carried out without our prior authorisation, **unless** they are emergency repairs that are reasonably necessary to prevent further loss and you cannot contact us to seek our authorisation. If we agree to pay your claim, we will pay for these repairs, provided you retain all receipts.

Carpets or other floor coverings, internal curtains and blinds

Fixed floor coverings are part of your home, carpets are part of your contents **unless** specified elsewhere in this policy.

We only repair or replace the carpet or other floor coverings, internal curtains and blinds in the same room, combined area or open plan area of your home where the loss or damage occurred, we don't pay for any adjoining rooms or areas, or your entire home, **except** where we pay for **Matching materials** (see [pages 33, 51](#)).

What we mean by Same room, Combined area and Open plan area;

Same room

A room is an area starting and finishing at:

- its nearest walls;
- nearest doorway, archway or similar opening;
- a change in the floor or wall covering.

An archway or similar opening separates a room **unless** it is a combined lounge-dining room.

Combined area

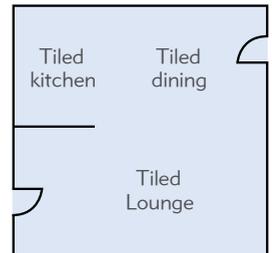
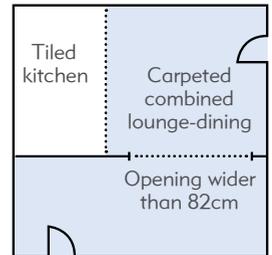
Combined areas have a shared doorway, archway or similar opening when:

- they are a combined lounge and dining area; **and**
- they share a doorway, archway or similar opening that is wider than 82cm; **and**
- the floor or wall covering is the same in both areas.

Open plan area

One continuous area where there is no wall, doorway, archway or similar opening until:

- there is a change in the floor or wall covering;
- the nearest wall, doorway, archway or similar opening.



Portable items

When your portable items have been stolen, lost or accidentally damaged and the theft, loss or damage is covered by your policy, at our option we will:

- repair your portable items;
- replace your portable items 'new for old'; **or**
- pay you a cash settlement to repair or replace your portable items.

If we agree to pay you a cash settlement at your request (and we would otherwise opt to repair or replace) we will pay you what it would cost us to repair or replace the portable items which are covered by your policy.

If we pay you a cash settlement at our option we will pay you what it will reasonably cost you to repair or replace the portable items which are covered by your policy.

You are responsible for ensuring the sum insured of any specified item reflects its current replacement value, as we will not pay any more than what it will cost to replace the item, even if the sum insured is higher. If the sum insured is less than the current replacement cost, we will not pay more than the sum insured to replace the item.

If an item forming part of a pair or set is stolen, lost or accidentally damaged 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.

Example: If we are unable to replace a single earring that you have lost, we will pay to replace with an equivalent pair of earrings.

'New for old' means:

- we pay to repair, rebuild or replace your home, contents or portable items using items and materials available from Australian suppliers that are compliant with current building regulations at the time we settle your claim.
- we pay to repair or rebuild 'new for old' regardless of age, with no allowance for depreciation.
- we pay to repair or replace to the same type, standard and specification as when new. If the same is not available, it means of a similar type, standard and specification (but not brand) as when new. We may replace with a different brand.

'New for old' does not:

- include the extra cost of replacing or purchasing an extended warranty on any item.
- mean a better type, standard or specification or quality than when new.

We will not:

- pay more than your sum insured for your home, contents or portable items or any lower policy limit that applies.
- pay extra to repair, rebuild or replace your home, contents or portable items to a better standard, specification or quality **except** as stated in the meaning of 'new for old'.

Defects

If damage is caused to your home from a known defect or fault

We do not pay for loss or damage to your home caused by a defect or fault that you knew about (or should reasonably have known about) and did not fix before the damage occurred.

If damage is caused to your home from an unknown defect or fault

When your home has been damaged (and the damage is covered by your policy) and a defect or fault that you did not know about (or should not reasonably have known about) was the cause, or part of the cause, we will pay for the resulting damage. If the unknown defective part of your home is also damaged by the same incident, we repair or rebuild this damaged part as well.

We do not repair or rebuild defects or faults

When your home has been damaged (and the damage is covered by your policy), we do not cover costs to repair or rebuild defects or faults to the damaged parts of your home that you knew about (or should reasonably have known about). We will only pay you what it would have cost us to fix the damage covered by your policy or if we agree, you can pay us the extra amount it costs to repair or rebuild the defect or fault to your home.

If undamaged defective or faulty parts of your home stop us from repairing or rebuilding your home

If undamaged defective or faulty parts of your home stop us from repairing or rebuilding your home when your home has been damaged, (and the damage is covered by your policy) we will only pay what it would have cost to repair or rebuild the damage had your home not been defective or faulty.

For known defects or faults

Once you become aware of a defect or fault to your home, you must rectify it as soon as practicable because there is no cover for loss or damage caused by or contributed to by that defect.

We may make additional cover available to you

Before accepting your claim for an insured event, we may make Additional cover available to you. If we do this, it does not mean that your claim has or will be accepted. If we later do not accept or deny your claim, then we may recover these costs from you. For full details see **Additional cover** for home on [page 32](#) and **Additional cover** for contents on [page 51](#).

Repair guarantee

This guarantee applies whilst you own your home, contents or portable items.

When we repair your home, contents or portable items, we guarantee the quality of materials and workmanship of repairs where we have authorised, arranged and paid the repairer directly for the repairs for the guarantee period.

We will rectify any defect arising from the repair where we have authorised, arranged and paid the repairer directly for the repair, but only if we consider the defective repair was caused by faulty or incorrect materials or poor-quality workmanship. It is a condition of our guarantee that we decide who will undertake the rectification work.

Where we are satisfied that the repair requires rectification and because of that you need temporary accommodation over and above what we would provide to you in your policy, then we will arrange this for you and cover the reasonable costs of that accommodation.

This guarantee does not apply to:

- loss, damage or failure of any electrical or mechanical appliances or machines;
- wear and tear consistent with normal gradual deterioration of your home, contents or portable items, such as paint, furniture and furnishings fading;
- repairs you authorise or make yourself;
- subsequent alterations, modifications or renovations you authorise or make yourself to the materials and workmanship authorised, arranged and paid for by us, following a claim we agree is covered by your policy.
- a failure to maintain or take reasonable care of any item repaired whether it be your home, contents, or portable items.

Refrigerators, freezers, dishwashers, air-conditioners, washing machines and dryers with less than a 3-star energy rating



This applies to home and contents items.

New for old means replacing with the nearest equivalent (this may mean a different brand) with a minimum 3-star energy rating if this is available.

Summary of important claims information

Co-operation

Any benefits we give you under the policy depend on 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 tell us if any part of your claim is also covered by another insurance policy.

You must be truthful accurate and frank in any statements you make in connection with a claim or your policy.

You or any other person covered by the policy must assist us even if we have already paid a claim, as we may attempt to recover from a third party who caused you to suffer 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 any policy receive any letters, notices or court documents relating to any incident that has or might result in a claim, you must send these to us as soon as reasonably practicable. This is because important time limits often apply to these documents and in particular court documents.

If you fail to fully co-operate with us regarding any part of the claim process, including co-operating with our assessors and investigators or you fail to comply with the terms of your policy we may cancel your policy. We may also refuse to pay your claim (or part of you claim) or be entitled to recover any amounts paid under the claim if your failure caused or contributed to the loss claimed or our ability to seek recovery from another party (our liability in respect of the claim is reduced by the amount that fairly represents the extent to which the failure contributed).

Admissions

You or any other person covered by your policy must not make admissions, settle, attempt to settle or defend any claims without our consent. 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.

Establish your loss

When making a claim you must be able to establish that your loss or damage is covered by your policy. You must substantiate what has suffered a loss, been lost, stolen or damaged (including providing proof of ownership except where you have suffered a total loss and you are unable to provide proof of ownership for the relevant insured property because it was lost in or damaged by the insured event, and your ownership is clear, in which case we will not require proof of ownership).

If you are unable to establish that your loss or damage is covered by your policy, we may not pay your claim.

To assist with this, we suggest you keep items such as receipts or valuations, as well as model and serial numbers, original operating manuals and photographs.

Assessing your claim

Before we make a decision about your claim, we may assess the loss or damage to your property and investigate the circumstances of the claim. If we require it, you must make your property available to us for inspection.

Damaged or recovered property

If we settle a claim, any damaged or recovered items that we have replaced or paid you for become our property. This includes any stolen or lost items that are later recovered. You must notify us if you become aware that any items have been recovered.

If we agree that you can keep an item, we may determine a salvage value and deduct that value from any settlement we make to you. The item will then remain your property.

You must not dispose of any damaged property without talking to us first.

If we decline a claim

If we decline a claim you have lodged, we will provide reasons for our decision and provide you with details of our complaints process. For full details, see [How we resolve complaints on page 77](#).

Payment of sum insured

If we pay the full sum insured for your home, the home section of your policy comes to an end and no refund of premium is due. If you are paying by direct debit, any outstanding premium is deducted from your claim settlement.

The amount we pay will be less any applicable salvage value of damaged or recovered items that we agree you can retain, as well as any excesses and unpaid premium.

If we pay the full sum insured for your home, we may pay your mortgagee or legal owner of your insured property any amounts you owe to them prior to paying any balance of the claim to you.

When we make a payment to a mortgagee or legal owner, then the payment discharges our obligation to you under your policy to the extent of that payment.

If we pay the full sum insured for your contents, we will reinstate your sum insured and continue cover for the period of insurance. You may need us to temporarily change your insured address or review your sum insured.

If we pay the sum insured on a specified item under portable items cover, the item will be removed from the policy and the total sum insured is reduced by the sum insured for that item. No refund of premium is due. If you are paying by direct debit, any outstanding premium for that item is deducted from your settlement.

Home insurance

What we cover as your home

Your home means the residential building(s), that you own or are legally responsible for, and includes outbuildings, fixtures and structural improvements used primarily for domestic purposes at the insured address shown on your current schedule.

If the home is in a strata scheme, we will also cover loss or damage to the common property caused by or resulting from an insured event, but cover is limited to your proportion of the loss or damage (which is the proportion of your ownership of the common property as a lot owner).

What we do not cover as your home

- a new home being built;
- carpets (installed or uninstalled) or floor rugs;
- vehicles, on road caravans, trailers, mobile homes, tents, rail and tram carriages, aircraft or watercraft;
- mobile dishwashers or dishwashers not inbuilt in a cupboard or underbench;
- non-permanent swimming pools and spas and their accessories that are capable of being moved from the insured address;
- any of your contents that would be covered under a contents policy;
- any part of your home used as a hotel, motel, bed and breakfast, homeshare, boarding or guest house **unless** you have told us and we have agreed to cover this, and it is shown on your current schedule;
- any part of your home used for any business, trade or profession **unless** you have told us and we have agreed to cover this, and it is shown on your current schedule;
- dams or waterholes;
- unfixed building materials and uninstalled fixtures to be used at the insured address, that are not stored in a locked and secured building at the insured address;
- used, or applied chemicals, fertilisers or pesticides;
- more than **2 kilometres** of fencing;
- more than **500 metres** of driveways and roads;
- services, both above and below ground, that you do not own or are not responsible for.

Items with fixed limits

We cover the following items up to the limits shown below. These limits are the most we will pay for these items and these limits cannot be changed.

Item	Limit
Unfixed building materials and uninstalled fixtures to be used at the insured address.	\$1,000 in total
Fixed landscaping, such as trees, plants, lawns and artificial lawns	\$1,000 in total

Insured events

You are covered for loss or damage to your home at the insured address, caused by or resulting from the following insured events:

Earthquake or Tsunami

We cover: Loss or damage to your home caused by or resulting from an earthquake or tsunami.

Limit: The most we will pay is the sum insured.

We do not cover:

- tsunami for the first **72 hours** after the start of your policy **unless**:
 - you purchased your home in the **24 hours** before the policy commenced; **or**
 - your policy commenced immediately after another policy covering the same insured address expired, without a break in cover.
- any increases in the sum insured for the first **72 hours** when the loss or damage is caused by tsunami;
- loss or damage to your home:
 - that occurs more than **72 hours** after an earthquake or tsunami;
 - caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within **72 hours** of, and directly because of an earthquake or tsunami.

Note: An excess applies to all earthquake or tsunami claims. This is in addition to any other excesses that apply to your claim.

The earthquake or tsunami excess will show on your current schedule and is shown in the PPG.

Fire

We cover:	Loss or damage to your home caused by or resulting from fire, including bushfire. A fire needs to have an actual flame.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • bushfire for the first 72 hours after the start of your policy unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover. • any increases in the sum insured for the first 72 hours when the loss or damage is caused by bushfire; • loss or damage to your home caused by fire, but not bushfire, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • loss or damage arising from soot, smoke, heat and ash when your home has not caught fire but we will pay when loss or damage is caused by a fire within 100 metres of your home; • scorching, but we will cover accidental or unintended loss or damage, including scorching where there is no flame, if you have paid for the optional cover of Accidental damage (see page 38) and it is shown on your current schedule; • items which by their intended purpose have a fire in them and the fire damage is contained to that item.

Lightning

We cover:	Loss or damage to your home caused by or resulting from lightning.
Limit:	The most we will pay is the sum insured.
We do not cover:	<p>Loss or damage to your home:</p> <ul style="list-style-type: none"> • without written confirmation from a qualified expert saying lightning was the actual cause of the loss or damage; or • where your electricity supplier or the Australian Government Bureau of Meteorology have no record of lightning in your area at the time of the loss or damage.

Riot or Civil commotion

We cover:	Loss or damage to your home caused by or resulting from riot, civil commotion, industrial or political disturbance.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your home: <ul style="list-style-type: none"> – arising after 72 hours from the commencement of any riot, civil commotion, industrial or political disturbance; or – caused by nuclear or biological devices; • loss or damage to your home caused by: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address.

Theft or Burglary

We cover:	Loss or damage to your home caused by or resulting from theft or burglary or an attempt to commit theft or burglary.
Limit:	The most we will pay is the sum insured.
We do not cover:	<p>Loss or damage to your home caused by:</p> <ul style="list-style-type: none"> • you, your family or anyone living or staying at the insured address; • someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • theft or burglary or an attempt to commit theft or burglary, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover).

Storm

We cover:	Loss or damage to your home caused by or resulting from a storm, accompanied by one or more of the following: heavy rain, strong winds, lightning, snow or hail.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • storm for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover. • any increases in the sum insured for the first 72 hours when the loss or damage is caused by storm; • loss or damage to: <ul style="list-style-type: none"> – loose or compacted materials, such as gravel, pebbles, rocks, bricks, sand or earth, including but not limited to on: <ul style="list-style-type: none"> – roads; – driveways; – paths. – gardens or garden borders; – your home, caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of a storm; – an outbuilding which is inadequately secured to its foundations.

Flood

We cover:	Loss or damage to your home caused by or resulting from flood.
Definition:	<p>Flood is the covering of normally dry land by water that has escaped or been released from the normal confines of:</p> <ul style="list-style-type: none"> • 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.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • flood for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover; • any increases in the sum insured for the first 72 hours when the loss or damage is caused by flood; • loss or damage to: <ul style="list-style-type: none"> – loose or compacted materials, such as gravel, pebbles, rocks, bricks, sand or earth, including but not limited to on: <ul style="list-style-type: none"> – roads; – driveways; – paths. – gardens or garden borders; – your home, caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of a flood; – an outbuilding which is inadequately secured to its foundations.

Escape of liquid

We cover:	<p>Loss or damage to your home caused by or resulting from the escape of liquid that occurred suddenly and without warning from a:</p> <ul style="list-style-type: none"> • water main, fixed pipe, fixed gutter or fixed tank; • spa or swimming pool; • hot water cylinder; • refrigerator, freezer, dishwasher or washing machine; • bath, basin, shower, sink, toilet or a fixed aquarium.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your home caused by escape of liquid: <ul style="list-style-type: none"> – from a shower when the shower walls, shower screening, shower doors or shower curtain were inadequate to prevent the escape of liquid; – from a watering system or hose, or agricultural pipe; – as a result of a gradual process of leaking, discharging, dripping, splashing or overflowing over a period of time when you could reasonably be expected to be aware of this occurring; – from a portable container, such as a beverage container, plant pot, vase, saucepan, bucket or watering can but we will cover accidental or unintended loss or damage, if you have paid for the optional cover of Accidental damage (see page 38) and it is shown on your current schedule; • loss or damage: <ul style="list-style-type: none"> – to your home, caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of escape of liquid; – if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover);

Escape of liquid

We do not cover (continued):

- to loose or compacted materials, such as gravel, pebbles, rocks, bricks, sand or earth, including but not limited to on:
 - roads;
 - driveways;
 - paths.
 - to gardens or garden borders;
 - the cost of repairing or replacing the item that caused the escape of liquid.
-

Glass breakage

We cover:

Loss or damage to your home caused by or resulting from accidental breakage of:

- glass which is fitted to your home;
 - glass in a light fixture;
 - glass which forms part of your cooktop, oven or stove. If we are unable to replace the glass **we will** pay up to **\$1,000** for the replacement and installation of a new appliance;
 - fixed shower bases, fixed sinks, fixed basins, fixed toilets, or fixed baths;
 - skylights.
-

Limit:

The most we will pay is the sum insured.

We do not cover:

- glass in a greenhouse;
 - items already in a damaged condition;
 - scratching or chipping;
 - tiles;
 - the frame of any window, door or shower screen, **unless** it is necessary to enable the glass to be replaced.
-

Impact

We cover:	<p>Loss or damage to your home caused by or resulting from the impact by:</p> <ul style="list-style-type: none"> • or arising out of the use of a vehicle (including an aircraft or a water-borne craft); • space debris or debris from an aircraft, a rocket or a satellite; • an aerial or satellite dish; • a falling power pole or communication pole, tower or line; • a falling tree or part of a tree; • an animal (other than an animal kept at the insured address).
------------------	---

Limit:	The most we will pay is the sum insured.
---------------	--

We do not cover:	<ul style="list-style-type: none"> • loss or damage to: <ul style="list-style-type: none"> – your home caused by tree-felling or lopping at the insured address; – roads, driveways, paths, paving, bridges, causeways or underground services caused by vehicles, cranes or earth moving equipment; – the item which has impacted your home; – your home caused by vermin, insects or rodents but we will cover the resultant fire or escape of liquid damage they cause; – your home caused by the roots of trees, plants, shrubs or hedges; • loss or damage to your home caused by an animal that belongs to, or is in the care or custody of: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • animals or birds pecking, biting, clawing or chewing your home or loss or damage caused by their urine, excrement or vomit but we will cover this under Damage caused by a trapped animal (see page 37).
-------------------------	---

Intentional or Malicious damage

We cover:	Loss or damage to your home caused by or resulting from a deliberate or intentional act or the action of a person acting maliciously.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your home caused by: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; – malicious damage, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • accidental or unintended loss or damage.

Explosion

We cover:	Loss or damage to your home caused by or resulting from accidental explosion.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your home caused by: <ul style="list-style-type: none"> – rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of an explosion; – nuclear or biological devices; – explosion, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • the item that exploded, whether or not we accept a claim for loss or damage caused by the explosion.

Additional cover

If we accept a claim for loss or damage to your home caused by or resulting from an insured event, we will also provide the following additional cover, where applicable. These additional covers are paid in addition to the home sum insured.

Incidental expenses

We cover:	<p>The reasonable costs of the following when loss or damage has occurred to your home caused by an insured event:</p> <ul style="list-style-type: none"> • demolishing and removing the damaged parts of your home; • removing the debris and the cost of cleaning when required in order to repair your home; • engaging professionals, such as an architect, engineer or surveyor, in connection with repairing or rebuilding your home; • making the damaged parts of your home comply with the current building regulations and laws; • planning and approval, such as council approval costs.
Limit:	Up to 15% of the sum insured in total for all of the above.
We do not cover:	<p>Costs:</p> <ul style="list-style-type: none"> • in making your home comply with building regulations and laws that existed but were not complied with when your home was originally built or altered; • resulting from any notice a statutory or regulatory authority serves on you, or of which you had notice, before your home was damaged by the insured event; • to upgrade undamaged parts of your home to comply with the current building regulations and laws; • incurred for any part of your home which has not suffered loss or damage covered by your policy. We will only pay the incidental expenses incurred to repair or rebuild the damaged part of your home.

Matching and modifying

We cover:	<p>Matching materials following an insured event to ensure a uniform appearance between the damaged areas and the adjacent undamaged areas of your home, when the original materials are no longer available;</p> <p>Example: If one of your garage doors suffers loss or damage as a result of an <i>Impact</i> claim, and we are unable to paint or replace the garage door with the same colour as it is no longer available, we will also paint or replace your second garage door to create a uniform appearance.</p> <p>Modifying your home following an insured event where the existing fixture cannot be replaced with the same make, model and size, and the new fixture does not fit into the existing space;</p> <p>Example: If your wall oven suffers loss or damage and is replaced as a result of a <i>Fire</i> claim, and it cannot be replaced with the same size as the old wall oven, we will modify your home to fit the new wall oven.</p>
Limit:	Up to \$1,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • matching undamaged parts of your home due to fading, depreciation or wear and tear; • matching, modifying or upgrading undamaged parts of your home to meet current building regulations and laws.
Note:	We will pay these benefits following a claim covered by an insured event or the Accidental damage option on page 38 . For full details, see How we settle your claim: Home on page 13 .

Exploratory costs

We cover:	The reasonable costs to find the cause of loss or damage at the insured address caused by an insured event.
Limit:	Up to \$10,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • costs which do not relate directly to the part of your home that suffered the loss or damage; • costs which involve exploratory work outside the insured address; • any exploratory or repair work carried out without our prior authorisation other than Emergency repairs (see page 13).

Temporary accommodation

We cover:

- the reasonable additional accommodation expenses which you actually incur when you cannot live in your home due to loss or damage to your home caused by an insured event (reasonable expenses will include expenses for accommodation suitable to your circumstances, for example number of people in the home and the likely timeframe required);
- we will also pay for:
 - redirection of mail;
 - utility connections;
 - bond payments, however any amount we pay in bond is recoverable by us from you. We may deduct this amount from any amount we pay to you;
 - temporary accommodation for your domestic pets in a commercial boarding establishment for the same period that we pay for your temporary accommodation;
 - relocation of contents to the temporary accommodation and then back to your home when it is liveable;
 - storage of undamaged contents which will not fit in the temporary accommodation.

Limit:

Up to **10%** of the sum insured.

We do not cover:

- if your home is not your principal place of residence;
- longer than it will reasonably take to repair the claim related loss or damage to your home so you can live there again;
- any amounts you are able to claim from another source, such as a rental assistance scheme;
- any costs related to any business activity at your home even if we have agreed to cover business use at your home and it is shown on your current schedule.

Safety net

We cover:

An additional amount above your sum insured to:

- repair damage; **or**
- rebuild your home;

when the cost of repairing or rebuilding your home following an insured event exceeds the sum insured.

Limit:

Up to **25%** of the sum insured.

Note:

This benefit does not apply to *Additional*, *Extra* or *Optional* covers.

Loss of rent

We cover:	The rent that you lose while your home is being repaired or rebuilt, if you and a tenant reside in your home and your tenant cannot live in it because of one of the insured events.
Limit:	Up to 10% of the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss of rent: <ul style="list-style-type: none"> – for longer than it will take to repair the claim related loss or damage to your home so your tenant can live there again; – after your claim has been settled; – if you do not intend to repair or rebuild your home; – if your home was not occupied by a tenant paying rent, but we will pay if you satisfy us that your home would have been occupied by a paying tenant had the damage not occurred; • any costs related to any business activity at your home, even if we have agreed to cover business use at your home and it is shown on your current schedule; • any amounts you are able to claim from another source, such as a tenant's bond.

Environmental improvements

We cover:	<p>The costs of you purchasing and installing one of the following environmental improvements to your home:</p> <ul style="list-style-type: none"> • a rainwater storage facility; or • solar power systems and accessories, such as inverters and batteries; <p>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.</p>
Limit:	Up to \$2,500 of the net cost*.
Note:	<p>This benefit will not apply if building regulations require you to rebuild using these facilities or systems, as these costs will be paid under the Incidental expenses (see page 32) section of your home policy.</p> <p>If your home already had any of these systems in place prior to the claim, they are included in your home sum insured.</p> <p>*'Net cost' means the amount you spend after deducting any rebate that you are eligible for under any government scheme. You must supply us with evidence of the amount you spent before we will pay you.</p>

Accidental death

We cover:	You, if you are physically injured as a result of an insured event and those injuries result in your death within 90 days of the insured event.
Limit:	\$5,000 per claim.
Note:	We will pay this benefit under your home policy or your contents policy, but not both. At our discretion, we will pay this benefit to your surviving spouse (legal or de facto) or to your estate.

Extra cover

We also provide the extra cover set out below. An insured event does not need to have occurred for you to make a claim under these extra covers.

Keys and locks

We cover:	The necessary costs of replacing or recoding keys, remotes, transponders and locks to the external doors and windows of your home if the keys, remotes and transponders to those locks are stolen away from the insured address.
Limit:	Up to \$1,000 per claim.
We do not cover:	Vehicle, motorcycle, boat, caravan or trailer keys, remotes, transponders and their locks.
Note:	We will pay this benefit under your home policy or your contents policy, but not both. This limit does not apply if the keys are stolen from the insured address and can be claimed under the insured event of Theft or Burglary (see page 25).

Damage caused by a trapped animal

We cover:	Loss or damage to your home caused by: <ul style="list-style-type: none"> • animals or birds pecking, biting, clawing or chewing your home; or • their urine, excrement or vomit; when an animal or bird is accidentally trapped at the insured address.
Limit:	Up to \$5,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your home caused by an animal or bird that belongs to, or is in the care or custody of: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • loss or damage to your home caused by vermin, insects or rodents but we will cover the resultant fire or escape of liquid damage they cause.
Note:	This limit does not apply if the loss or damage was a direct result of the insured events of Fire (see page 24) or Escape of liquid (see page 28).

Damage caused by emergency services

We cover:	The costs to repair damaged parts of your home at the insured address caused by emergency services forcing entry to your home during an emergency.
Limit:	Up to \$1,000 per claim.

Optional cover

Optional cover you can add to your home policy

You can add one or both of these options to your policy by paying us the additional premium(s). When you add these options to your policy they will be shown on your current schedule.

Accidental damage

We cover: Loss or damage to your home that is caused accidentally and unintentionally at the insured address.

Examples: Putting a hole in the wall when moving your couch, or scorching your benchtop with a hot pan.

Limit: The most we will pay is the sum insured.

We do not cover:

- loss or damage to your home caused by:
 - animals, birds or insects pecking, biting, clawing, chewing or loss or damage caused by their urine, excrement or vomit **but we will cover **Damage caused by a trapped animal**** (see [page 37](#));
 - building, renovating or altering your home unless you are painting your home;
 - renters, tenants, guests or boarders;
 - mechanical or electrical breakdown;
- loss or damage insured or excluded under any other part of your home policy.

Damage to electric motors

We cover:	The repair or replacement of a burnt out or fused household electric motor which forms part of your home.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • a motor or sealed unit over 10 years old from the date of manufacture; • the cost of extracting or reinstalling a submersible pump; • loss or damage to a motor in inbuilt: <ul style="list-style-type: none"> – audio/visual equipment or appliances, such as televisions or sound systems; – electronic devices, such as computer equipment or security alarms; – microwave ovens. • loss or damage: <ul style="list-style-type: none"> – unless you can provide written confirmation from a qualified repairer saying the loss or damage was caused by a burnt out or fused motor and if required, you make the item available to us for inspection; – to the refrigerator or freezer caused by spoiled food; – to motors which form part of equipment used in conjunction with any business, trade or profession, even if we have agreed to cover business use at the insured address and it is shown on your current schedule.
Note:	<p>We will not pay to replace the whole appliance unless it will cost us less than it would to repair or replace the motor.</p> <p>We will deduct any amount you can claim under a manufacturer's guarantee or warranty.</p>

Contents insurance

What we cover as your contents

Your contents means the household goods that you or your family own or are legally responsible for, that are used for domestic purposes, and are located at the insured address shown on your current schedule.

Your contents include rugs, window furnishings, light fittings and installed carpets.

What we do not cover as your contents

- any item forming part of your home that would be covered under a home policy;
- boats or their outboard motors;
- electrical or electronic devices that are no longer able to be used for the purpose they were intended;
- motorcycles and mini bikes over **50cc** engine capacity;
- pets, livestock and domestic animals;
- travel or other tickets, coupons, gift vouchers, cards or other negotiable items;
- remote controlled aircraft, including drones, with a length or width greater than **1.5 metres**;
- vehicles, trailers, ride-on vehicles including, but not limited to, All Terrain Vehicles, Recreational Terrain Vehicles and quadbikes, tractors, backhoes, bob-cats, earth dozers, or front-end loaders or their accessories or spare parts **unless** they are ride-on mowers, motorised wheelchairs or mobility scooters;
- caravans, mobile homes, rail and tram carriages, aircraft.

Contents with fixed limits

We cover the following contents items up to the limits shown below. These limits are the most we will pay for those items and cannot be changed.

Item	Limit
Boat equipment not in or on a boat	\$1,000 in total
Cash	\$300 in total
Vehicle equipment not in or on a vehicle	\$1,000 in total
Re-establish important documents - jewellery valuations, passports, wills, drivers licences, marriage certificates, birth certificates, title to your home	\$1,000 in total
Tools of trade	\$1,000 in total

Contents with flexible limits

We cover the following contents items up to the limits shown below, **unless** the item is listed on your current schedule with a higher limit. We may require a current valuation for items to be listed on your current schedule.

Any contents items with increased limits are included within your total contents sum insured.

Item	Limit
Bonds, deeds, documents, manuscripts, memorabilia and collections	\$1,000 in total
Items containing gold or silver (other than jewellery, medals or coins)	\$1,000 per item
Jewellery (including loose, cut and uncut precious and semi-precious stones or gems)	\$1,000 per item
Paintings, pictures, works of art, antiques, sculptures and art objects	\$1,000 per item

Example

If you have a painting inside your home worth \$2,500, you can ask us to insure the painting for this amount, and if we agree, the painting will be covered up to \$2,500. Otherwise, it will be covered up to the limit of \$1,000.

Contents in the open air at the insured address

We cover:	Loss or damage to your contents following an insured event whilst they are in the open air at the insured address.
Limit:	Up to 20% of the contents sum insured.
We do not cover:	<ul style="list-style-type: none"> • items insured under a portable items policy; • cash; • business equipment or tools of trade, even if we have agreed to cover business use at the insured address and it is shown on your current schedule.

Contents temporarily removed from the insured address

We cover:	<p>Loss or damage following an insured event, to your contents that have been temporarily removed from the insured address to:</p> <ul style="list-style-type: none"> • another residence where you are temporarily residing for up to 90 days; or • a bank safety deposit box.
Limit:	Up to 20% of the contents sum insured.
We do not cover:	<ul style="list-style-type: none"> • theft of your contents when there is no forced entry into the residence where you are temporarily residing; • cash, cards and other negotiable items; • contents in vehicles, caravans, trailers, mobile homes, tents, rail and tram carriages, or watercraft.

Insured events

You are covered for loss or damage to your contents at the insured address, caused by or resulting from the following insured events:

Fire

We cover:	Loss or damage to your contents caused by or resulting from fire, including bushfire. A fire needs to have an actual flame.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • bushfire for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – you moved into a rental property in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover. • any increases in the sum insured for the first 72 hours when the loss or damage is caused by bushfire; • loss or damage to your contents caused by fire, but not bushfire, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • loss or damage to your contents arising from soot, smoke, heat and ash when your home has not caught fire but we will pay when loss or damage is caused by a fire within 100 metres of your home; • scorching, but we will cover accidental or unintended loss or damage, including scorching where there is no flame, if you have paid for the optional cover of Accidental damage (see page 56) and it is shown on your current schedule; • items which by their intended purpose have a fire in them and the fire damage is contained to that item.

Lightning

We cover:	Loss or damage to your contents caused by or resulting from lightning.
Limit:	The most we will pay is the sum insured.
We do not cover:	<p>Loss or damage to your contents:</p> <ul style="list-style-type: none"> • without written confirmation from a qualified repairer saying lightning was the actual cause of the loss or damage; or • where your electricity supplier or the Australian Government Bureau of Meteorology have no record of lightning in your area at the time of the loss or damage.

Earthquake or Tsunami

We cover:	Loss or damage to your contents caused by or resulting from an earthquake or tsunami.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • tsunami for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – you moved into a rental property in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover. • any increases in the sum insured for the first 72 hours when the loss or damage is caused by tsunami; • loss or damage to your contents: <ul style="list-style-type: none"> – that occurs more than 72 hours after an earthquake or tsunami; – caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of an earthquake or tsunami.
Note:	<p>An excess applies to all earthquake or tsunami claims. This is in addition to any other excesses that apply to your claim.</p> <p>The earthquake or tsunami excess will show on your current schedule and is shown in the PPG.</p>

Storm

We cover:	Loss or damage to your contents caused by or resulting from a storm, accompanied by one or more of the following: heavy rain, strong winds, lightning, snow or hail.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • storm for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – you moved into a rental property in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover; • any increases in the sum insured for the first 72 hours when the loss or damage is caused by storm; • loss or damage to your contents: <ul style="list-style-type: none"> – caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of a storm; – when they are stored in an outbuilding which is inadequately secured to its foundations.

Riot or Civil commotion

We cover:	Loss or damage to your contents caused by or resulting from riot, civil commotion, industrial or political disturbance.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your contents: <ul style="list-style-type: none"> – arising after 72 hours from the commencement of any riot, civil commotion, industrial or political disturbance; or – caused by nuclear or biological devices. • loss or damage to your contents caused by: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address.

Flood

We cover:	Loss or damage to your contents caused by or resulting from flood.
Definition:	<p>Flood is the covering of normally dry land by water that has escaped or been released from the normal confines of:</p> <ul style="list-style-type: none"> • 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.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • flood for the first 72 hours after the start of your policy, unless: <ul style="list-style-type: none"> – you purchased your home in the 24 hours before the policy commenced; or – you moved into a rental property in the 24 hours before the policy commenced; or – your policy commenced immediately after another policy covering the same insured address expired, without a break in cover; • any increases in the sum insured for the first 72 hours when the loss or damage is caused by flood; • loss or damage to your contents: <ul style="list-style-type: none"> – caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of a flood; – when they are stored in an outbuilding which is inadequately secured to its foundations.

Escape of liquid

We cover:	<p>Loss or damage to your contents caused by or resulting from the escape of liquid that occurred suddenly and without warning from a:</p> <ul style="list-style-type: none"> • water main, fixed pipe, fixed gutter or fixed tank; • spa or swimming pool; • hot water cylinder; • refrigerator, freezer, dishwasher or washing machine; • bath, basin, shower, sink, toilet or a fixed aquarium.
Limit:	<p>The most we will pay is the sum insured.</p>
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your contents caused by escape of liquid: <ul style="list-style-type: none"> – from a shower when the shower walls, shower screening, shower doors or shower curtain were inadequate to prevent the escape of liquid; – from a watering system or hose, or agricultural pipe; – as a result of a gradual process of leaking, discharging, dripping, splashing or overflowing over a period of time when you could reasonably be expected to be aware of this occurring; – from a portable container, such as a beverage container, plant pot, vase, saucepan, bucket or watering can but we will cover accidental or unintended loss or damage, if you have paid for the optional cover of Accidental damage (see page 56) and it is shown on your current schedule; • loss or damage: <ul style="list-style-type: none"> – to your contents, caused by rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of escape of liquid; – if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • the cost of repairing or replacing the item that caused the escape of liquid.

Theft or Burglary

We cover:	Loss or damage to your contents caused by or resulting from theft or burglary or an attempt to commit theft or burglary.
Limit:	The most we will pay is the sum insured.
We do not cover:	<p>Loss or damage to your contents caused by:</p> <ul style="list-style-type: none"> • you, your family or anyone living or staying at the insured address; • someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • theft or burglary or an attempt to commit theft or burglary, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover).

Intentional or Malicious damage

We cover:	Loss or damage to your contents caused by or resulting from a deliberate or intentional act or the action of a person acting maliciously.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your contents caused by: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; – malicious damage, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • accidental or unintended loss or damage.

Impact

We cover:	<p>Loss or damage to your contents caused by or resulting from the impact by:</p> <ul style="list-style-type: none"> • or arising out of the use of a vehicle (including an aircraft or a water-borne craft); • space debris or debris from an aircraft, a rocket or a satellite; • an aerial or satellite dish; • a falling power pole or communication pole, tower or line; • a falling tree or part of a tree; • an animal (other than an animal kept at the insured address).
------------------	---

Limit:	The most we will pay is the sum insured.
---------------	--

We do not cover:	<ul style="list-style-type: none"> • loss or damage to: <ul style="list-style-type: none"> – your contents caused by tree-felling or lopping at the insured address; – the item which has impacted your contents; – your contents caused by vermin, insects or rodents but we will cover the resultant fire or the escape of liquid damage they cause; – your contents caused by the roots of trees, plants, shrubs or hedges; • loss or damage to your contents caused by an animal that belongs to, or is in the care or custody of: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • animals or birds pecking, biting, clawing or chewing your contents or loss or damage caused by their urine, excrement or vomit but we will cover this under Damage caused by a trapped animal (see page 55).
-------------------------	---

Glass breakage

We cover:	Loss or damage to your contents caused by or resulting from accidental breakage of glass in: <ul style="list-style-type: none"> • an item of furniture; • a light fitting; • a household appliance that is not permanently fixed to your home.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to glass in a: <ul style="list-style-type: none"> – television, radio, clock, portable electronic device, mobile phone or computer equipment, including computer screens; – picture frame; • items already in a damaged condition; • scratching or chipping; • items which are not glass, including ceramics or marble.

Explosion

We cover:	Loss or damage to your contents caused by or resulting from accidental explosion.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your contents caused by: <ul style="list-style-type: none"> – rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by these actions if they are proved to have occurred within 72 hours of, and directly because of an explosion; – nuclear or biological devices; – explosion, if your home has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule (See Unoccupied home on page 6 for details on the limited circumstances where cover will still be provided if you have not told us and we have not agreed to cover); • the item that exploded, whether or not we accept a claim for loss or damage caused by the explosion.

Additional cover

If we accept a claim for loss or damage to your contents at the insured address caused by or resulting from an insured event, we will also provide the following additional cover, where applicable. These additional covers are paid in addition to the contents sum insured.

Removal of debris

We cover: The reasonable costs of removing damaged contents debris from the insured address following an insured event.

Limit: Up to **10%** of the sum insured.

We do not cover: Removal of any item which is covered under a home policy.

Matching materials

We cover: **Matching** materials following an insured event to ensure a uniform appearance between the damaged and undamaged parts of your contents, when the original materials or items are no longer available.

Example: If your carpet or floor covering suffers loss or damage and we pay to replace your damaged carpet or floor covering in the same, combined or open area of your home, we will pay the extra cost of replacing your carpet or floor covering in adjoining rooms or areas to the same room, combined or open area of your home. See [Carpets or other floor coverings, internal curtains and blinds on page 15](#) for details of how we define same room, combined area and open plan area.

Limit: Up to **\$1,000** per claim.

We do not cover:

- matching undamaged parts of your contents due to fading, depreciation or wear and tear;
- matching undamaged parts of contents items with fixed or flexible limits (see [page 41](#)).

Note: We will pay this benefit following a claim for an insured event or the **Accidental damage** option (see [page 56](#)). For full details, see [How we settle your claim: Contents on page 14](#).

Temporary accommodation for renters or for strata title owners

We cover:

- the reasonable additional accommodation expenses which you actually incur when you are a renter or strata title owner and you cannot live in your home due to loss or damage to your home following an insured event (reasonable expenses will include expenses for accommodation suitable to your circumstances, for example number of people in the home and the likely timeframe required);
- we will also pay for:
 - redirection of mail;
 - utility connections;
 - bond payments, however any amount we pay in bond is recoverable by us from you. We may deduct this amount from any amount we pay to you;
 - temporary accommodation for your domestic pets in a commercial boarding establishment for the same period that we pay for your temporary accommodation;
 - relocation of contents to the temporary accommodation and then back to your home when it is liveable;
 - storage of undamaged contents which will not fit in the temporary accommodation.

Limit:

Up to **10%** of the sum insured.

We do not cover:

- any amounts you are able to claim for temporary accommodation costs under another policy, such as a building policy or any policy taken out by a body corporate or a similar entity;
- if your home is not your principal place of residence;
- longer than it will reasonably take to repair the claim related loss or damage to your home so you can live there again;
- any amounts you are able to claim from another source, such as a rental assistance scheme;
- any costs related to any business activity at your home, even if we have agreed to cover business use at your home and it is shown on your current schedule.

Note:

We will pay these benefits following a claim covered by an insured event. For full details see [How we settle your claim on page 13](#).

Fixtures when you own a strata property

We cover:	Loss or damage to the fixtures in your home following an insured event, when your home is a strata title property owned by you and the policy held by the body corporate does not extend to cover these fixtures.
Limit:	Up to \$10,000 per claim.
We do not cover:	Loss or damage to the fixtures if they are covered by another policy taken out by the body corporate or a similar entity.

Landlord's fixtures and fittings when you are a renter

We cover:	Loss or damage to your landlord's installed carpets, fixtures and fittings following an insured event, if: <ul style="list-style-type: none"> • you are the renter of your home; and • you are responsible under a lease for the landlord's installed carpets, fixtures and fittings.
Limit:	Up to \$10,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your landlord's installed carpets, fixtures and fittings if they are covered under another policy held by you or your landlord; • loss or damage insured or excluded under any other part of your contents or portable items policy; • any reduction in your security deposit or bond due to loss or damage you cause to your landlord's property.

Property belonging to visitors

We cover:	Loss or damage to property inside your home: <ul style="list-style-type: none"> • following an insured event; and • which belongs to an invited visitor while they are staying inside your home for no longer than 30 consecutive days.
Limit:	Up to \$1,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • cash, cards and other negotiable items; • portable electronic devices including, but not limited to, mobile phones, laptops and computers.

Accidental death

We cover:	You, if you are physically injured as a result of an insured event and those injuries result in your death within 90 days of the insured event.
Limit:	\$5,000 per claim.
Note:	We will pay this benefit under your contents policy or your home policy, but not both. At our discretion, we will pay this benefit to your surviving spouse (legal or de facto) or to your estate.

Extra cover

We also provide the extra cover set out below. An insured event does not need to have occurred for you to make a claim under these extra covers.

Keys and locks

We cover:	The necessary costs of replacing or recoding keys, remotes, transponders and locks to the external doors and windows of your home if the keys, remotes and transponders to those locks are stolen away from the insured address.
Limit:	Up to \$1,000 per claim.
We do not cover:	Vehicle, motorcycle, boat, caravan or trailer keys, remotes, transponders and their locks.
Note:	We will pay this benefit under your contents policy or your home policy, but not both. This limit does not apply if the keys are stolen from the insured address and can be claimed under the insured event of Theft or Burglary (see page 48). If you are a tenant in the home to which the locks belong to, you will need written permission from your landlord before we will replace the locks.

Damage caused by a trapped animal

We cover:	Loss or damage to your contents caused by: <ul style="list-style-type: none"> • animals or birds pecking, biting, clawing or chewing your contents; or • their urine, excrement or vomit; when an animal or bird is accidentally trapped at the insured address.
Limit:	Up to \$5,000 per claim.
We do not cover:	<ul style="list-style-type: none"> • loss or damage to your contents caused by an animal or bird that belongs to, or is in the care or custody of: <ul style="list-style-type: none"> – you, your family or anyone living or staying at the insured address; – someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address; • loss or damage to your contents caused by vermin, insects or rodents but we will cover the resultant fire or escape of liquid damage they cause.
Note:	This limit does not apply if the loss or damage was a direct result of the insured events of Fire (see page 43) or Escape of liquid (see page 47).

Food and medication spoilage

We cover:	Food and medication spoiled at the insured address as a result of: <ul style="list-style-type: none"> • mechanical breakdown of a refrigerator or a freezer; or • an unforeseeable interruption to the public power grid cutting off the supply of power to your home.
Limit:	Up to \$1,000 per claim.
We do not cover:	Loss or damage: <ul style="list-style-type: none"> • without written confirmation from a qualified repairer saying mechanical breakdown was the actual cause of the loss or damage; or • without written confirmation from the power supply company to support unforeseeable interruption to public power grid; • to the refrigerator or freezer caused by spoiled food or medication.
Note:	<p>These limits do not apply if the loss or damage was a direct result of an insured event.</p> <p>The amount we pay will be less any benefit which can be claimed through the power supply company.</p>

Optional Cover

Optional cover you can add to your contents policy

You can add one or both of these options to your policy by paying us the additional premium(s). When you add these options to your policy they will be shown on your current schedule.

Accidental damage

We cover: Loss or damage to your contents that is caused accidentally and unintentionally at the insured address.

Examples: Spilling paint on your carpet or dropping the TV whilst moving it.

Limit: The most we will pay is the sum insured.

We do not cover:

- Loss or damage to:
 - cash;
 - mobile phones and portable electronic devices;
 - computers including laptops;
 - photographs, films or other visual images stored electronically or on any other medium including hard copies;
 - swimming pool liners or covers;
 - remote control, model or toy:
 - vehicles;
 - watercraft;
 - aircraft, including drones;
 - ride-on mowers, motorised wheelchairs or mobility scooters while in use;
 - contents away from the insured address;
 - musical instruments whilst in use;
 - equipment used for sporting, leisure and recreational use, such as fishing rods, bicycles and non-motorised watercraft whilst in use;
 - property belonging to visitors.

Accidental damage (cont.)

We do not cover (cont.):

- loss or damage to your contents caused by:
 - animals, birds or insects pecking, biting, clawing, chewing or loss or damage caused by their urine, excrement or vomit **but we will cover Damage caused by a trapped animal** (see [page 55](#));
 - building, renovating or altering your home unless you are painting your home;
 - renters, tenants, guests or boarders;
 - mechanical or electrical breakdown;
 - items which have been lost or misplaced **but we will** cover this under **Portable items** (see [page 62](#)) if you have chosen this cover and it is shown on your current schedule;
 - loss or damage insured or excluded under any other part of your contents policy or portable items policy.

Note:

Accidental damage cover is not available when any part of your home is occupied by a renter, tenant, guest or boarder, **but** is available if you are a renter with a contents policy.

Damage to electric motors

We cover:	The repair or replacement of a burnt out or fused household electric motor which forms part of your contents at the insured address.
Limit:	The most we will pay is the sum insured.
We do not cover:	<ul style="list-style-type: none"> • a motor or sealed unit over 10 years old from the date of manufacture; • loss or damage to a motor in: <ul style="list-style-type: none"> – audio/visual equipment or appliances, such as televisions or Blu-ray players; – electronic devices, such as laptops and computers; – microwave ovens; • loss or damage: <ul style="list-style-type: none"> – unless you can provide written confirmation from a qualified repairer saying the loss or damage was caused by a burnt out or fused motor and if required you make the item available to us for inspection; – to the refrigerator or freezer caused by spoiled food; – to motors which form part of equipment used in conjunction with any business, trade or profession, even if we have agreed to cover business use at the insured address and it is shown on your current schedule.
Note:	<p>We will not pay to replace the whole appliance unless it will cost us less than it would to repair or replace the motor.</p> <p>We will deduct any amount you can claim under a manufacturer's guarantee or warranty.</p>

Legal liability

Cover when you have a home policy and/or contents policy

We cover your legal liability and that of your family arising from an occurrence within the period of insurance, that results in:

- death or bodily injury to other people; **or**
- loss or damage to property which you do not own or for which you are not responsible;

subject always to the balance or remainder of this part of the policy, and the restrictions or entitlements contained in this part of the policy.

When you have a home policy

When you have a **home** policy, we cover your legal liability and that of your family arising from an occurrence at the **insured address**.

Strata title owners (when you have a home policy)

When the insured address is an individual lot of a strata scheme, we cover your proportion of the body corporate's liability (which is the proportion of your ownership of the strata scheme as a lot owner) arising from an occurrence for which the body corporate is liable in respect of the strata scheme. This cover only applies if the liability is not covered under a strata policy.

When you have a contents policy

When you have a **contents** policy, we cover your legal liability and that of your family arising from an occurrence **away from the insured address** but within Australia.

Renters or strata title owners (when you have a contents policy)

If you are a renter, or a strata title owner of your home which you live in, we cover your legal liability arising from an occurrence **at the insured address** or for which you are liable as the occupier or owner of your home. This cover only applies if the liability is not covered under a strata policy or any other policy covering your home.

Limits of indemnity

The maximum we will pay is **\$20,000,000** for all losses, claims and liabilities arising out of the one occurrence in the period of insurance.

This amount includes the legal costs of defending any claims against you and any costs awarded against you, provided we appoint the lawyers.

We will indemnify you and your family for legal liability under only either your home cover, contents cover or renters/strata title owners contents cover, but not under more than one of these covers.

Note

In this *Legal liability* section, 'occurrence' means an event, including continuous or repeated exposure to substantially the same general conditions, and all events of a series, consequent on, or attributable to, one source or original cause or a related source or cause, and which causes death or bodily injury to other people, or which causes loss or damage to property which you do not own or for which you are not responsible.

Legal liability exclusions

The **General exclusions** (see [page 65](#)) apply to this **Legal liability** cover. In addition, we do not cover liability directly or indirectly caused by or resulting from:

Agreement	Any agreement or contract you enter into, but we will cover your legal liability if it would have existed had you not entered into the agreement or contract.
Asbestos	<ul style="list-style-type: none"> • inhalation of or exposure to asbestos; • loss or any cost associated with cleaning up or removing asbestos; • loss or damage to any property due to the presence of any asbestos.
Building or Renovating	Building work carried out at the insured address where the total cost of the building, altering or renovating is more than \$50,000 .
Business use	<ul style="list-style-type: none"> • the use of your home for any business purposes; • any business, trade, profession or occupation carried out by you or your family or anyone living or staying at the insured address.
Committee members	<ul style="list-style-type: none"> • any event which you as a committee member have organised or are legally responsible for, unless the event occurs at the insured address; • your actions, duties or interests as: <ul style="list-style-type: none"> – a committee member or director of a club or association; or – an official at a game or organised sporting activity.
Death or injury	Death or injury to you, your family or any other person, who normally lives with you, but we will cover a renter, tenant, visitor, guest or boarder living in your home.
Defamation, libel or slander	Defamation, libel or slander.
Deliberate act	Things done intentionally or left undone intentionally by you or your family, or any one acting on behalf of you or your family, with reckless disregard for the consequences.
Fines, penalties or damages	Civil or criminal fines or penalties or punitive, aggravated, exemplary, or multiple damages.

Legal liability exclusions	
Illness or disease	Illness, disease or sickness you knowingly spread or failed to take due care to prevent spreading after you knew about it.
Legal actions outside of Australia	Legal actions or legal claims brought against you, decided or heard in countries outside Australia.
Property owned by you	Loss or damage to property that you, your family or any other person who normally lives with you own, but we will cover your legal liability for property kept at the insured address that is owned by a renter, tenant, guest or boarder who is living or staying at the insured address.
Remote control, model or toy vehicles	The use of remote control, model or toy: <ul style="list-style-type: none"> – vehicles; – watercraft; – aircraft, including drones.
Sporting activity	Participation in or performance of any professional or semi-professional sporting activity where you receive payment to play.
Unoccupied	Your home, if it has been unoccupied for more than 60 consecutive days unless you have told us and we have agreed to cover this, and it is shown on your current schedule.
Vehicle	The use of any vehicle, aircraft or water-borne craft including motorised golf carts or buggies, wheelchairs and mobility scooters, ride-on mowers, motorcycles and motorbikes.
Wharf, jetty, pontoon or bridge	Any wharf, jetty, pontoon or bridge you own or are legally responsible for.
Words or acts	You agreeing to take the liability upon yourself.
Workers compensation or third-party personal injury insurance	Any occurrence where the person against whom the claim is made holds, or was required by law to hold, worker's compensation or third-party personal injury insurance which would provide cover for the claim in whole or in part.

Portable items insurance

What we cover as your portable items

Portable items are items which are normally worn, carried or used by you or your family and are for personal use. These items must be light and compact enough to be able to be easily carried or moved.

Portable items include mobile phones, laptops and electronic devices, jewellery and watches, camera and video equipment, medical items, musical instruments, and equipment used for sporting, leisure and recreational use.

Note: Jewellery and clothing are portable items as they are items that you wear, whereas your 55" television is classified as a contents item as it would not be easily carried or removed from your home.

These items are covered whilst in your home or anywhere in Australia or New Zealand if they are:

- stolen;
- lost; **or**
- accidentally damaged.

These items are also covered under your contents policy for loss or damage caused by an insured event.

This cover is only available when you have your contents insured with us. When you have added this cover to your policy, it will show on your current schedule.

Types of Cover

You can choose one or both of the following covers:

Unspecified Portable Items

- These items are not required to be listed.
- **\$1,000** for each item, pair or set up to a total of **\$3,000** for each claim for unspecified portable items.

Example: Your bag, containing some jewellery, sunglasses and cosmetics is stolen whilst on holidays in New Zealand. We will pay up to **\$1,000** per item up to the maximum limit shown on your current schedule.

Specified Portable Items (insured for their replacement value)

You must list, regardless of replacement value:

- mobile phones;
- laptops and electronic tablets, for example, an iPad;
- GPS and EPIRB devices.

You may choose to list:

- any item, pair or set which exceeds **\$1,000**.

A description of each item is required, including, make, model and serial number (where applicable).

Example: Your diamond ring is worth **\$3,500**. If you lose your ring and you have listed the ring under specified portable items for **\$3,500** then this is the amount we will pay up to, to repair or replace the ring.

If you have not listed the ring under the specified portable items cover, we will only pay up to the unspecified portable items limit of **\$1,000** (provided you have taken this option and it is shown on your current schedule).

What we do not cover as your portable items

- any item whilst it is being used for any business activity, including tools of trade and camera equipment;
- the following items whilst in use;
 - musical instruments;
 - equipment used for sporting, leisure and recreational use, such as fishing rods, bicycles and non-motorised watercraft;
- any benefit for a medical item which can be claimed through Medicare, a private health fund, or other government entity;
- cash, negotiable items, stamps, coupons or gift vouchers, travel documents, licences, passports or other documents;
- software;
- loose cut and uncut precious and semi-precious stones or gems;
- paintings, pictures, works of art, antiques, sculptures and art objects;
- contact lenses, corneal caps or micro lenses;
- vehicles, trailers, motorised golf carts and buggies, mobile homes and aircraft **or** their accessories, spare parts or helmets;
- motorcycles, trail bikes, mini bikes and motorised go-carts **or** their accessories, spare parts or helmets;
- motorised wheelchairs and mobility scooters;
- motorised watercraft, **such as** Jet Skis;
- boats, caravans, trailers, rail and tram carriages;
- model vehicles and model craft including drones;
- pets, livestock and domestic animals;
- scratching or denting;
- any item while repairs or maintenance work is being carried out on it;
- loss or damage caused by atmospheric conditions or extremes of temperature;
- loss or damage insured or excluded under any other part of your contents policy.

Sections that apply to home, contents and portable items

General exclusions

We do not cover under any section of this PDS, loss, damage, cost or liability arising directly or indirectly from, or in any way connected with:

Actions of the sea	Actions of the sea, including tidal wave, king tide and high tide.
Asbestos	Asbestos, asbestos fibres or any form of asbestos derivatives but we will cover the cost to remove asbestos from the insured address (including disposal) during repairs or rebuilding if we have accepted a claim for loss or damage to your home as a result of an insured event and the removal is required to complete the repairs or rebuild. We will only remove the asbestos that is required to be removed by law or regulation to repair the damaged area of your home.
Biological, chemical, other pollutant, contaminant or communicable disease	<ul style="list-style-type: none"> any actual or threatened biological, bacterial, viral, germ, communicable disease, chemical or poisonous substance, pollutant or contaminant; or any looting or rioting following the actual or threatened release of any biological, bacterial, viral, germ, communicable disease, chemical or poisonous substance, pollutant or contaminant; or any action taken by a public authority to prevent, limit or remedy the actual or threatened release of any biological, bacterial, viral, germ, communicable disease, chemical or poisonous substance, pollutant or contaminant.
Boundary fences	Any amount which exceeds your proportional share of the costs which you are liable for, for repair or replacement of boundary fences.
Breaking the law	You, your family or anyone living or staying at the insured address, or someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address, or anyone with your permission or knowledge committing a criminal or illegal act or omission whether by failing to comply with any legislative, statutory, regulatory or municipal by law or otherwise, provided where that act or omission could reasonably be regarded as being capable of causing or contributing to a loss; or alternatively, our liability in respect of the claim is reduced by the amount that fairly represents the extent to which the act or omission contributed to or caused the loss.

Building work	<ul style="list-style-type: none"> • water entering your home through openings in the walls, roof or other unfinished parts of your home; • storm or intentional or malicious damage to inside finishes, fixtures and fittings of your home as a result of unfinished construction, alteration or renovation; • 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; <p>when building work or renovations have been carried out at the insured address immediately prior to, or at the time of an insured event.</p>
Business use	<ul style="list-style-type: none"> • any part of your home or any of your contents being used for business purposes unless you have told us and we have agreed to cover this and it is shown on your current schedule (any cover we agree to only extends to loss or damage but not liability which will always be excluded); • any business, trade, profession or occupation carried out by you or your family or anyone living or staying at the insured address.
Confiscation	The confiscation, lawful seizure, nationalisation, expropriation, requisition or destruction of any insured item.
Consequential loss	<ul style="list-style-type: none"> • consequential loss (financial or non-financial loss) or extra costs following an incident covered by your policy. This could include loss of income, medical expenses, the cost of hiring appliances, professional fees and the cost of your time; • cleaning costs; • any outstanding or unused credit on a mobile or data plan.
Contamination	Contamination or pollution of any property or land, including your home or the insured address.
Contents in transit other than Portable Items	Contents whilst they are being transported from one location to another.
Defects	<p>Any defect, imperfection, structural fault or design fault that you knew about or should reasonably have known about and did not fix before the loss or damage occurred.</p> <p>See Defects on page 17 for further information on how we settle your claim if there are defects present.</p>

Deliberate action	<p>A deliberate or intentional act or a deliberate lack of action by:</p> <ul style="list-style-type: none">• you, your family or anyone living or staying at the insured address;• someone who entered the insured address with your consent, or the consent of a person who lives or is staying at the insured address. <p>Provided where that act or lack of action could reasonably be regarded as being capable of causing or contributing to a loss; or alternatively, our liability in respect of the claim is reduced by the amount that fairly represents the extent to which the act or lack of action contributed to or caused the loss.</p>
Electronically stored software, data and files, and images, including photographs	<ul style="list-style-type: none">• the total or partial destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of electronic software, data and files;• the total or partial liability or failure to receive, send, access or use electronic software, data and files for any time or at all;• the total or partial destruction of hard copies of photographs, films or other images but we will cover the cost of reproducing hard copies of photographs you have purchased from, or had produced by, a professional photographic business or retail outlet, where possible;• an error in creating, amending, entering, deleting or using electronic software, data and files;• a computer virus;• computer hacking.
Ground movement	<p>Rising damp or seepage of water from the ground, erosion, vibration, subsidence, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage caused by subsidence or landslide if they are proved to have occurred within 72 hours of, and directly because of:</p> <ul style="list-style-type: none">• earthquake or tsunami;• storm;• flood;• escape of liquid;• explosion.
Hazardous materials	<p>Any hazardous materials, such as explosives or flammable or combustible fluids not being used or stored in accordance with the relevant laws, controls or manufacturer's instructions.</p>
Incidents occurring over time	<p>Any incident occurring over time and not as a result of a single event or occurrence.</p>
Items for sale	<ul style="list-style-type: none">• items entrusted to another party for sale;• items which you have handed over as part of a sale, but not collected payment for.

Loss not covered by this PDS	Loss, damage or liability other than the cover described in this PDS.
Maintenance	<ul style="list-style-type: none"> • you not keeping your insured address, contents and/or portable items in good order and repair and well maintained (see definitions for more information on Good order and repair and well maintained on page 71); • you not taking all reasonable care to protect your property; • wear, tear, depreciation, rust, fading, mould, rising damp, mildew, rot or other forms of corrosion. For example, tiles or their adhesive or grouting breaking down; • you failing to fix faults and defects as you become aware of them; • neglect, untidiness, uncleanliness or unhygienic acts. <p>Provided where these acts or omissions could reasonably be regarded as being capable of causing or contributing to a loss; or alternatively, our liability in respect of the claim is reduced by the amount that fairly represents the extent to which the act or omission contributed to or caused the loss.</p>
Mechanical, structural or electrical breakdown	Mechanical, structural or electrical breakdown but we will cover a burnt out or fused household electric motor if you have paid for the optional cover of Damage to electric motors (see pages 39 and 58) and it is stated on your current schedule.
Not complying with planning regulations	Your home not complying with building laws and regulations except those laws or regulations introduced after your home was originally built or last altered which you were not required to comply with, provided where that non-compliance could reasonably be regarded as being capable of causing or contributing to a loss; or alternatively, our liability in respect of the claim is reduced by the amount that fairly represents the extent to which the non-compliance contributed to or caused any loss.
Outside of Australia	Any loss, damage or liability which occurs outside of Australia, but we will cover loss, damage or liability to portable items covered by your policy while in Australia or New Zealand. For full details, see Portable items on page 62 .
Overhead transmission and distribution lines	Losses in response of overhead transmission and distribution lines and their supporting structures unless within 1,000 metres of the insured address and they are your responsibility.
Period of insurance	Any loss, damage or liability occurring outside the period of insurance.

Postal or courier	Items sent by post or courier.
Power failure or fluctuation	Power failure or fluctuation by your power provider but we will cover loss or damage if the power failure or fluctuation was as a direct result of an insured event.
Radioactivity, nuclear materials	<ul style="list-style-type: none"> • radioactivity or the use, existence or escape of nuclear fuel, nuclear material or waste; or • action of nuclear fission including detonation of any nuclear device or nuclear weapon; or • any action taken by a public authority to prevent, limit or remedy the actual or threatened release of any radioactive or nuclear materials; or • any looting or rioting following these incidents.
Repairs you undertake	Any costs you incur if you repair, renovate or replace a damaged area or item before we can inspect it and establish the cause unless Emergency repairs (see page 13 and 15) are required.
Revolution or war	<ul style="list-style-type: none"> • Revolution, hostilities, war or other acts of foreign enemy, war like activity (whether war is declared or not), or military coup; or • Any looting or rioting following these incidents.
Tree lopping/tree roots	<ul style="list-style-type: none"> • roots from trees, plants, shrubs or hedges; • trees being felled, lopped, cut, pruned or transplanted; • the removal and disposal of: <ul style="list-style-type: none"> – debris, fallen trees or branches or other objects unless removal is required to undertake the repairs to your home; – tree stumps or tree roots that are still in the ground.

Definitions

These words have special meanings when they are used in this PDS.

Accident/ Accidental	An incident you did not intend or expect to happen.
Business	A business, trade, profession, occupation or any income-earning activity. Business also includes farming, grazing, agistment of stock or agriculture that earns you money. It does not mean you have a tenant residing at your insured address.
Common property	<p>Common property for a strata scheme consists of:</p> <ul style="list-style-type: none"> • all land within the scheme that is not within the boundaries of a lot; and • all other property administered by the body corporate for the relevant scheme; and • in a case where the roof of a building forms part of the common property, the guttering attached to the roof or part of the roof is taken to be included in the common property; <p>The common property for a strata scheme or community development scheme does not include land designated for future development in the master plan for a staged development scheme or a community development scheme.</p>
Communicable disease	Disease that is spread from one living thing to another (whether directly, indirectly or by means of vectors).
Current schedule	The notice we provide to you that sets out the cover, terms, conditions, and policy period. This in conjunction with your PDS, SPDS and PPG forms the basis of your policy.
Fixtures and fittings	<ul style="list-style-type: none"> • for home this means fixtures such as heat pumps and timber floors; • for contents this means fittings such as rugs, window furnishings, light fittings and installed carpets.

Good order and repair and well maintained	<p>Your home, contents and/or portable items do not have any faults or defects that could cause any loss of damage to your own property or property of others, or death or bodily injury to other people, or could add to the cost of repair, (or mean an item needs to be replaced other than being repaired).</p> <p>It also means, in relation to your home and/or contents, that they are watertight, structurally sound, and secure, with a functioning bathroom and kitchen.</p> <p>Examples of faults or defects that could indicate your home, contents and portable items were not in good order and repair and well maintained include:</p> <ul style="list-style-type: none"> • the roof leaks when it rains; • there are areas of roofing, flooring, ceilings, steps, gutters or any other areas of your home that are loose, falling down, missing or rusted through; • there are holes in floors, walls, ceilings or any other parts of your home; • there is wood rot; • there are boarded up or broken windows; • there is unrepaired damage and the items are operating effectively prior to any loss or damage covered by your policy; • your home is infested with vermin; • silicon, grout and tile adhesive is breaking down; • paint is deteriorating; • there is debris and vegetation in gutters, drains and downpipes; • there are squatters or unauthorised persons occupying your home.
Guest or boarder	A person paying to temporarily stay at your home.
Homeshare	A home which has all relevant council registrations, permits and licences offering short stay temporary shared guest accommodation, using a recognised accommodation booking platform such as Airbnb.
Insured address	The address shown on your current schedule that you use primarily for domestic residential purposes. It does not include the nature strip outside your home.
Insured events	The insured events described and shown on pages 23 - 31 and pages 43 - 50 of this PDS.
Open air	An open area at the insured address, including patios or verandas, in cars, under carports or in open shelter areas.
Period of insurance	The period for which cover is provided by your policy as shown on your current schedule.

Policy	<p>Your policy consists of:</p> <ul style="list-style-type: none"> • this PDS; • your application(s) for insurance; • our record of your responses; • your current schedule which sets out the particular details of your policy; • your Key Facts Sheet; • your PPG; • any Supplementary PDS we may issue.
Rent	<p>The net amount* a tenant pays to occupy your home. If a tenant is occupying your home, it is the amount a tenant would pay, based on an assessment by a qualified property management agent agreed to by us.</p> <p>*Net amount means the amount of rent you receive after deducting any property manager's commission that applies.</p>
Renter or tenant	<ul style="list-style-type: none"> • for home, this means a person who occupies and rents your home or property from you as the landlord under a rental agreement which sets out the term of the rental period and the rent, bond and conditions for occupying your home; • for contents, this means you occupy or rent your home or property from a landlord under a rental agreement which sets out the term of the rental period and the rent, bond and conditions for occupying your home.
Sum insured	<p>Is the amount you choose that reflects the true replacement value of your home, contents or portable items cover, and as otherwise detailed in your policy. Your sum insured is shown on your current schedule.</p>
Tools of trade	<p>Tools which you or your family use in a business, trade, profession, occupation or any income-earning activity.</p>
Unoccupied home	<p>Neither you, nor anyone with your permission, is living or staying in your home. Unoccupied also means:</p> <ul style="list-style-type: none"> • your home is not furnished for habitation; or • your home is not connected to services; or • your home is not permanently being lived in; or • you are not regularly staying in your home if it is a holiday home.
Vehicles	<p>Motorised or non-motorised vehicles, trailers, ride-on vehicles including, but not limited to, All Terrain Vehicles, Recreational Terrain Vehicles and quadbikes, tractors, backhoes, bob-cats, earth dozers, or front-end loaders or their accessories or spare parts.</p>
Visitor	<p>A person, family or friend staying temporarily in your home not as a paying guest and for no longer than 30 consecutive days.</p>

We, our and us	RACT Insurance Pty Ltd.
You, your	The insured shown 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.
Your home	The residential building(s), outbuildings, fixtures and structural improvements located at the insured address shown on your current schedule which you own and/or occupy, and are used primarily for domestic purposes.
Your contents	The household goods that you or your family own or are legally responsible for, that are used for domestic purposes, and are located at the insured address shown on your current schedule.
Your portable items	Portable items are normally items which are worn, carried or used by you or your family and are for personal use. These items must be light and compact enough to be able to be easily carried or moved.

Paying your premium

You may pay your premium annually or, at our option, in instalments.

Payment in full

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

Payment by instalments

- At our option, you may pay your premium in instalments by direct debit from either your financial institution or your credit card.
- If you pay by instalments a surcharge on your premium may apply.
- Your responsibilities include:
 - providing us with your account details and an authority to deduct payments; **and**
 - ensuring that sufficient funds are available in your nominated account to pay each instalment.
- You must tell us if you change any of your account details.
- If the account details you provide are incorrect or there are insufficient funds in your account, any additional fees or administration costs incurred because of the non-payment are payable by you.
- If you are paying by instalments, any unpaid portion of the total premium for the current period of insurance must be paid by you before your claim can be completed and we may deduct this amount from your claim payment.
- At renewal, we continue to deduct instalments until you tell us to cancel or change that arrangement.
- If your premium increases due to a change to your policy, we will adjust your instalment amounts and commence deducting the new amount from your next instalment date. We will confirm any changes to your instalment plan in writing to you. If all of your instalments have been made, a once off payment will be processed.

Payment schedule

- Your first payment will be withdrawn from your nominated account five days from your direct debit arrangement being set up.
- Subsequent payments will be deducted on the nominated date.
- If we are unable to process your payment on the nominated date, we will do so as soon as possible thereafter.
- Where the nominated payment date falls on a non-business day, we will deduct the scheduled payment on the next business day.

Renewal payment by instalments

- If you already have an existing instalment agreement with us and we invite renewal, we will continue to deduct payments from your nominated account when your policy is renewed, **unless** you inform us otherwise.
- If your premium changes at renewal, we will adjust your instalment amounts and commence deducting the new amount.

Changing your arrangement with us

If you need to change any details of your direct debit arrangement please let us know before:

- your next scheduled payment; **or**
- the due date of the payment to which the changes will apply.

Overdue payments

- If your payment is overdue by:
 - more than 14 days after its due date, we may refuse any claim made for loss or damage occurring during the period the policy is unpaid;
 - one month, the cover your policy provides will cease **unless** alternative arrangements have been made directly with us.
- If two or more payment requests are not honoured by your financial institution, we may cancel your policy. We will advise you in writing if we are going to cancel your policy.
- If you cancel your payment arrangements, all outstanding amounts will be due and payable within 14 days from the cancellation date. If payment is not made, your policy will be cancelled and we will confirm the cancellation in writing.
- We may employ an external agency to collect payments owed to us.
- We accept payment by instalments at our option. We may not offer this option on future cover if there is a history of not meeting instalment payment obligations.

Cancelling your policy after the Cooling-off period

You may cancel your policy at any time. We will refund the unused pro-rata portion of the premium.

If you are paying your insurance by instalments, any refund will be credited against your remaining instalments. If no instalments are remaining, or you are cancelling your entire policy, we will refund you the unused pro-rata portion of your premium.

We can cancel your policy in any way permitted by law. If we do so, we will:

- give you prior notice in writing; **and**
- refund any premium you have paid for the period after the date of cancellation.

Goods and services tax

Any amounts we may pay under your policy include goods and services tax (GST).

When claiming, you will need to provide details of any entitlement to input tax credits on your premium if you are registered for GST purposes.

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

Updating our PDS

The information in this PDS was current at the date of preparation. From time to time we may need to update the information contained in this PDS. In some circumstances the terms and conditions of this PDS may be amended by a supplementary PDS or other notice (a notice may be used where changes are not materially adverse).

The current disclosure documents (including updates) are available by contacting us on 13 27 22, visiting your nearest branch or visiting our website at www.ract.com.au.

How we resolve complaints

We handle all complaints in accordance with our Complaints Handling Guide which is available on our website (www.ract.com.au) or request a copy by contacting us on:

Phone: 13 27 22 or 1800 005 677.

Email: claimskomplaints@ract.com.au (for complaints related to claims) or ractcompliance@ract.com.au (for complaints relating to sales or other matters)

Mail: to the following postage-paid address:

RACT Insurance
Reply Paid 1292
Hobart TAS 7001

If you need to escalate the issue to an independent third party you can contact the Australian Financial Complaints Authority (AFCA) (AFCA is an independent external dispute scheme and their service is free to you), or for privacy related matters, complaints can also be lodged with the Office of the Australian Information Commissioner (OAIC). Contact details for both are provided below:

AFCA

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Write to the following address:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

OAIC

Online: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Mail: Write to the following address:

Director of Compliance
Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

The General Insurance Code of Practice

RACT Insurance subscribes to the General Insurance Code of Practice. A copy of the code can be obtained from www.codeofpractice.com.au. Alternatively you can contact the Insurance Council of Australia by visiting www.insurancecouncil.com.au or by phone on 1300 728 228.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS), which is administered by the Australian Prudential Regulation Authority (APRA).

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

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

Information about the FCS can be obtained from www.fcs.gov.au.

Privacy of personal information

The privacy of your personal information is important to us. We collect your personal information to ensure that we are able to provide you with the relevant products and services.

We are subject to the Privacy Act 1988. For further details, please refer to our Privacy Policy at www.ract.com.au or ask us for a copy. Our Group Privacy Statement, also on our website, includes information about how we collect, use and disclose your personal information.



RACT OFFICES

BURNIE
DEVONPORT
GLENORCHY
HOBART
KINGSTON
LAUNCESTON
ROSNY PARK

13 27 22

ract.com.au

    RACT Official



RACT INSURANCE PTY LTD
ABN 96 068 167 804
AFS LICENCE NO. 229076