



CommInsure

CommInsure Home Insurance Premium, Excess and Discount Guide

This document provides you with information to help you understand:

- how you can pay your premium;
- how we calculate your premium;
- the type and amount of excess we may charge; and
- examples of how we may settle a claim.

The information contained in this document is current as of **1 November 2021** and should be read with the CommInsure Home Insurance Product Disclosure Statement (PDS) Dated **5 April 2021** and your Certificate of Insurance. This guide applies to policies purchased and/or renewing on or after **1 November 2021**. For full details, including the terms and conditions of cover, exclusions and claim limits, please refer to the PDS available on our website.

If you have any questions, please:



Visit any Commonwealth Bank branch



Call us on 13 2423



Visit commbank.com.au/insurance

Your Certificate of Insurance will confirm the Package type and the cover(s) you have selected. This is issued to you after you purchase a policy, before you renew your insurance and whenever you amend your policy. The Certificate of Insurance will confirm the premium for the Period of Insurance or a change in premium due to any amendments to your policy throughout the Period of Insurance.

Your Premium

Your premium is the amount we charge you for your policy. It is made up of your **basic premium** plus any **Government and other charges**. We will explore each of these in the steps below.

Ways you can pay your premium

You can choose to pay your premium in:

- 1 annual payment; or
- 12 monthly instalments.

We do not charge any additional premium if you select to pay your total premium in 12 monthly instalments, however your financial institution may impose charges.

You can request to pay your premium in the following ways:

| Method | Monthly | Annually |
|--|---------|----------|
| Direct debit from a bank account | ✓ | ✓ |
| Direct debit from a credit card | ✓ | ✓ |
| Cash or cheque at a Commonwealth Bank Branch | x | ✓ |
| Cheque by mail | x | ✓ |
| Bpay® | x | ✓ |
| Telephone | x | ✓ |
| Internet banking | x | ✓ |

Step 1 - Your basic premium

Your **basic premium** reflects our view of the likelihood of a claim being made under your policy and the potential value of that claim. We also combine a number of known **significant factors** relevant to your situation and then deduct any **discounts** you may be entitled to.

Significant factors: Detailed information about these significant factors and other factors which may influence your basic premium can be found below.

| Factor | Residential Policy | | | Investment Policy | |
|--|--------------------|----------|-------------------|-------------------|----------|
| | Building | Contents | Portable Contents | Building | Contents |
| If you choose building, or contents, or both | ✓ | ✓ | x | ✓ | ✓ |
| The Optional Covers you select | ✓ | ✓ | x | ✓ | ✓ |
| The sum/s insured you nominate for your building and/or contents | ✓ | ✓ | x | ✓ | ✓ |
| The address and location of your insured address | ✓ | ✓ | x | ✓ | ✓ |
| Characteristics of your building including type, construction and year built | ✓ | ✓ | x | ✓ | ✓ |
| Security measures installed on your building, eg a security alarm | x | ✓ | x | x | ✓ |
| The age/s of the policyholders | ✓ | ✓ | x | ✓ | ✓ |
| The weekly rent you receive for your Investment property | x | x | x | ✓ | ✓ |
| Claims history – frequency and value of previous claims | ✓ | ✓ | x | ✓ | ✓ |
| The excess selected by you, or imposed by us | ✓ | ✓ | x | ✓ | ✓ |

| | | | | | |
|--|---|---|----|---|---|
| Any discounts applicable | ✓ | ✓ | ✓* | ✓ | ✓ |
| What you choose to cover under Portable Contents | | | | | |
| If you choose to cover a mobile phone under Customised Cover for example, your premium will be higher than if you choose to cover clothing of the same value | ✗ | ✗ | ✓ | ✗ | ✗ |
| Whether you purchase Portable Contents Cover in conjunction with Residential Home Package Building and/or Contents cover, or as a standalone cover. | ✗ | ✗ | ✓ | ✗ | ✗ |
| If you choose to insure your portable contents under Customised or Packaged cover | ✗ | ✗ | ✓ | ✗ | ✗ |
| The sum/s insured you nominate for portable contents | ✗ | ✗ | ✓ | ✗ | ✗ |

*No discounts apply to Portable Contents Cover when it is purchased as a standalone cover

The Commonwealth Bank collects and uses information to get an integrated view of its customers. That view may change from time to time. As part of the Commonwealth Bank Group, we may use aspects of that view (for example information which relates to Commonwealth Bank Group products that you hold) to assist us in our assessment of risk. When calculating the premium for your policy we may take into account information provided to us on aspects of that view.

We will not take into account any aspects of that view for the first year of the policy if you have applied online, other than where you have applied through NetBank. Quotes initiated via NetBank will be based only on the policyholder completing the quote. When purchasing the policy in NetBank you will be asked to list any additional policyholders which then enables us to obtain an integrated view of all policyholders listed on your certificate of insurance. If we consider that this view suggests that you have a reduced likelihood of a claim and/or the potential value of a claim might be reduced, your premium may be lower.

We will only use information from this view if it leads to a lower premium for you. We may take into account the premiums paid for prior policy periods and overall age of the individual policy when determining your premium.

Discounts: We will advise you if a discount is applied to your premium.

If you have purchased a combined building and contents policy, and are not receiving any other discount or promotion, a discount* of up to

- 15% for Residential Home Package, or
- 10% for Investment Home Package,

will be incorporated into the calculation of your basic premium.

You may be entitled to discounts* which relate to how and when you purchase your policy (e.g. when you apply in conjunction with other products or offers). These discounts are incorporated into the calculation of your basic premium.

For discounts* off your premium, cashbacks or other offers which you may be entitled to under a Commonwealth Bank package program, please refer to the information you receive about those packages or programs. More information can be found at commbank.com.au.

On 17/11/2018 a change in the Commonwealth Bank Wealth Package and Mortgage Advantage Package removed insurance discount benefits for existing holders of either package.

When insurance discount eligibility ends, Commlnsure may provide existing package holders with a replacement 'Legacy Discount'. Where the Legacy Discount* is applied to a policy, it will include a discount up to 10% for Building or Contents cover, and up to 15% for combined Building and Contents cover. If applied to a policy, this discount will be incorporated into the calculation of your basic premium.

No discounts apply to:

- Domestic Workers' Compensation Cover (Residential Home Package Optional Cover)
- Portable Contents when purchased as a standalone cover
- Weekly rent factors (Investment Home Package Loss of Rent Additional Benefit and Loss of Rent Extra Optional Cover) that form part of your Investment package basic premium

Your basic premium has now been calculated.

* A discount cannot be used in conjunction with another discount (other than those listed in the relevant PDS) or in conjunction with any other promotional offer, unless we have advised in the promotional offer that this discount will apply. We may remove or change a discount effective from the renewal date. A discount cannot be backdated. Minimum premiums may come into force and reduce the extent to which a discount is applied.

Step 2 – Government and other charges

CommInsure Home Insurance policies are subject to Government and other charges including the Emergency Services Levy (ESL), the Goods and Services Tax (GST) and Stamp Duty. There are no Government or ESL charges applied to Norfolk Island policies.

ESL: A levy imposed by the NSW State Government on insurers to cover the cost of emergency services in NSW. Insurers determine the ESL to be charged on each policy so that they can collect sufficient monies to fund their liability to contribute to the funding of emergency services in NSW. These services include Fire and Rescue (FRNSW), Rural Fire Services (RFS) and State Emergency Services (SES). This amount is charged on the basic premium where the insured address is within NSW. ESL applies in NSW only.

Government charges are calculated as follows:

GST: A Federal Government Tax. This indirect tax is levied at a rate of 10% on the basic premium amount and ESL (where applicable).

Stamp Duty: A State Government duty applied to insurance policies. Rates vary across Australian States and Territories. No Stamp Duty is charged to policies in the ACT. This charge (where applicable) is applied to the basic premium, ESL (in NSW only) and GST.

The above charges are listed on your Certificate of Insurance.

Your total premium payable is determined after Government and other charges have been applied.

Excesses

An excess is an amount you must contribute when we agree to pay a claim, and will need to be paid by you before we finalise your claim. Important points to note about Excesses:

- This amount may be chosen by you or imposed by us
- You may be able to reduce your premium by selecting to pay a higher excess. Selecting a lower excess (if available to you) will increase your premium.
- All excess amounts that apply to your policy are stated on your Certificate of Insurance
- If you are claiming for both Building and Contents in the same claim, only the higher of your Building or Contents excess will be payable
- Depending on what you are claiming for, more than one excess may apply to your claim, eg a Contents excess and a Portable Contents excess
- There is no excess payable for Domestic Workers' Compensation Cover (Residential Home Package only) or Legal Liability claims

The following excess options are available:

| Cover selected | Excess options |
|---|---|
| Building | \$0*, \$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000 |
| Contents | \$0*, \$100, \$200, \$300, \$500, \$750, \$1,000, \$2,000, \$5,000 |
| Portable Contents (Residential Home Package Optional Cover or standalone cover) | \$100 (Fixed excess)** |
| Loss of Rent Extra (Investment Home Package Optional Cover) | There is no cover for the first 4 weeks of a period of rent default. This is considered a 'time excess'. The lower of your Building and/or Contents excess is also payable. |

* \$0 excess option is only available for policyholders aged 50 years old and over at the time of policy inception/renewal, and only on the Residential Home Package.

** This excess will be payable for all Portable Contents Cover claims.

Depending on the type of claim, you may choose to:

1. have the excess deducted from any settlement we pay directly to you (or your credit provider);
2. have the excess deducted from any invoice we receive from a repairer or supplier (if applicable) which will mean you will be responsible for paying the amount of the excess directly to them; or
3. pay the excess to us.

The tables below have been designed as a guide to help you understand how an excess may be applied. It is important to note that this list is not exhaustive and other combinations exist depending on the type of claim you make. In this table a tick (✓) means it applies and a cross (x) means it does not.

Residential Home Package including Portable Contents Cover

| Your claim for | | | | | Your excess |
|----------------|----------------|-------------------------|--------------------------------------|-------------------------------------|--|
| Building Cover | Contents Cover | Portable Contents Cover | Accidental damage (to your Building) | Accidental damage (to you Contents) | The excess amount is stated on your Certificate of Insurance |
| ✓ | x | x | x | x | Building Cover excess. |
| x | x | x | ✓ | x | |
| x | ✓ | x | x | x | The Contents Cover excess. |
| x | x | x | x | ✓ | |
| ✓ | ✓ | x | x | x | Only the higher of the Building or Contents Cover excess will be applied. |
| x | x | x | ✓ | ✓ | |
| ✓ | x | ✓ | x | x | Building Cover excess plus Portable Contents Cover excess. |
| x | ✓ | ✓ | x | x | Contents Cover excess plus Portable Contents Cover excess. |
| ✓ | ✓ | ✓ | x | x | Portable Contents Cover excess plus the higher of the Building or Contents Cover Excess. |
| x | x | ✓ | x | x | Portable Contents Cover excess. |

Investment Home Package

| Your claim for | | | | | Your excess |
|----------------|----------------|------------------------------------|--------------------|--------------------------------------|--|
| Building Cover | Contents Cover | Accidental damage to your Building | Loss of Rent Extra | Malicious damage or theft by tenants | The excess amount is stated on your Certificate of Insurance |
| ✓ | x | x | x | x | Building Cover excess. |
| x | x | ✓ | x | x | |
| ✓ | x | x | ✓* | x | |
| ✓ | x | x | x | ✓ | Contents Cover excess. |
| x | ✓ | x | x | x | |
| x | ✓ | x | ✓* | x | |
| x | ✓ | x | x | ✓ | |
| ✓ | ✓ | x | x | x | Only the higher of the Building or Contents Cover Excess will be applied. |
| ✓ | ✓ | x | ✓* | ✓ | |
| x | x | x | ✓* | x | The lower of the Building cover excess or Contents Cover excess. |
| x | x | x | x | ✓ | |

* Where your claim is for Loss of Rent Extra, there is no cover for the first four weeks of rent default, in addition to the monetary excess payable.

Examples of how we may settle a claim

The following are examples of how we may settle your claim, where your building, contents and/or portable contents are stated as covered on your Certificate of Insurance and where the circumstances of the claim would be accepted under the terms and conditions of this policy.

Example 1

Your roof is damaged under the Insured Event 'Storm' and you have Residential Home Package – Building Cover.

We settle your claim by arranging for a builder to repair the roof of your building.

| Claim details | Details |
|---|-----------|
| Building sum insured (nominated by you) | \$300,000 |
| Residential Policy – Building Cover monthly premiums paid to date | Yes |
| Basic excess | \$300 |
| Repair costs | \$5,000 |

| Settlement Calculation | Amount |
|--------------------------------|---------|
| Amount we pay the builder | \$4,700 |
| You pay the builder the excess | \$300 |

Example 2

Your building is totally destroyed under the Insured Event 'Flood' and you have Residential Home Package – Building Cover.

We settle your claim by arranging for your building to be rebuilt.

Alternative accommodation costs are included in settlement as it took 6 months (26 weeks) to rebuild. In this example, your reasonable alternative accommodation costs are \$300 week, and $\$300 \times 26$ weeks = \$7,800.

| Claim details | Details |
|---|-----------|
| Building sum insured (nominated by you) | \$400,000 |
| Residential Policy – Building Cover annual premium paid in full | Yes |
| Basic excess | \$500 |
| The building is a total loss | Yes |
| The agreed cost to rebuild | \$350,000 |

| Settlement Calculation | Amount |
|---|-----------|
| You choose to pay us the basic excess | \$500 |
| We arrange to rebuild your building and pay the builder | \$350,000 |
| We pay you alternative accommodation costs | \$7,800 |

Example 3

Your building and contents are totally destroyed under the Insured Event 'Fire' and you have Residential Home Package – Building and Contents Cover.

You have a mortgage over your building with a balance owing of \$300,000.

Your building is able to be rebuilt in 6 months.

| Claim details building | Details |
|--|-----------|
| Building sum insured (nominated by you) | \$500,000 |
| Residential Policy – Building and Contents Cover annual premium paid in full | Yes |
| Basic excess | \$300 |
| We determine the building is a total loss | Yes |
| We confirm the cost to rebuild (including demolition and debris removal) | \$700,000 |

In this example, your building was underinsured by \$200,000. The full amount of Gap Cover provided by your policy was \$125,000, leaving you a shortfall of \$75,000.

Alternative accommodation costs are also paid to you as it would take 6 months (26 weeks) to rebuild. In this example, we agree that your reasonable alternative accommodation costs are \$500 per week.

$\$500 \times 26 \text{ weeks} = \$13,000.$

Only one excess has been charged, the higher of the building or contents excess.

Example 4

Your building is broken into and the television, jewellery, laptop and camera are stolen and we agree to pay your claim by replacing your stolen items through our suppliers. You have the Residential Home Package – Contents Cover.

In this example the maximum limit of 25% of your contents sum insured (25% x \$64,000 = \$16,000) has been applied to the jewellery items.

If discount arrangements we have in place with suppliers result in us replacing your contents for less than the sum insured or their retail value, we will not refund any premium or pay the difference.

| Building Settlement Calculation | Amount |
|---|-----------|
| Sum Insured | \$500,000 |
| Since building is underinsured, Safety Net (maximum of an additional 25% of sum insured) applies. | \$125,000 |
| We pay your credit provider | \$300,000 |
| Less building excess | \$300 |
| We pay you (balance of sum insured plus Safety Net less excess) | \$324,700 |
| We also pay you alternative accommodation costs | \$13,000 |

| Claim details contents | Details |
|--|----------|
| Contents sum insured (nominated by you) | \$60,000 |
| We confirm the cost to replace your contents | \$60,000 |

| Contents Settlement Calculation | Amount |
|-------------------------------------|----------------|
| Cost to replace your contents items | \$60,000 |
| Less contents excess \$100 | Does not apply |
| We pay you | \$60,000 |

| Claim details | Details |
|--|----------|
| Contents sum insured (nominated by you) | \$64,000 |
| Residential Policy – Contents Cover annual premium paid in full | Yes |
| Basic excess | \$500 |
| The cost to replace the television, laptop and camera through our supplier | \$3,100 |
| The cost to replace the jewellery items through our supplier | \$20,000 |

| Settlement Calculation | Amount |
|--|----------|
| We pay our supplier to replace your electrical items. | \$2,600 |
| <ul style="list-style-type: none"> • Television \$1,500 • Laptop \$1,250 • Camera \$350 | |
| Total replacement costs \$3,100. (We pay this amount less the basic excess which you are required to contribute towards your claim) | |
| You choose to pay the basic excess to our supplier | \$500 |
| We pay our supplier towards replacing the jewellery items (There is only one excess which has already been taken into account, as all items were stolen in the same theft) | \$16,000 |
| Total amount payable by us | \$18,600 |

Example 5

Your sapphire ring is lost and never recovered whilst on holiday in New Zealand and you have selected Customised Portable Contents Cover. This is the only Portable Contents item covered under your policy.

In this example your ring is the only item covered under your policy and we have paid the cost of replacing the ring.

| Claim details | Details |
|---|---------|
| Sum insured for the ring | \$5,000 |
| Premium paid monthly with \$200 outstanding (remaining monthly instalments) | \$200 |
| Portable Contents excess | \$100 |

| Settlement Calculation | Amount |
|-------------------------------|---------|
| Sum Insured | \$5,000 |
| Less outstanding premium | \$200 |
| Less Portable Contents excess | \$100 |
| Total amount payable by us | \$4,700 |

Example 6

A visitor to your building slips and falls. The visitor makes a claim against you for \$50,000. We arrange legal representation for you and the matter goes to court. The court decides that you are liable to pay the visitor's claim in full.

| Claim details | Details |
|-----------------------------|----------------|
| Legal liability sum insured | \$20,000,000 |
| Excess | Does not apply |

| Settlement Calculation | Amount |
|--------------------------------|----------|
| We pay visitors' claim | \$50,000 |
| We pay the legal fees incurred | \$2,000 |
| Total amount payable by us | \$52,000 |

Example 7

Under a legal tenancy agreement, your tenant is paying \$550 a week in rent. They suddenly leave the insured address without notice and you are unable to find a new tenant for a total of 18 weeks.

| Claim details | Details |
|--|---------|
| Lost rent – 18 weeks @ \$550 per week | \$9,900 |
| Advertising costs to find a new tenant | \$600 |
| Building Excess | \$500 |
| Contents Excess | \$300 |

| Settlement Calculation | Amount |
|--|---------|
| Lost rent | \$9,900 |
| Costs of finding a new tenant (limited to \$500) | \$500 |
| Less first 4 weeks of period of rent default | \$2,200 |
| Less lower of Building and/or Contents excess | \$300 |
| Total amount payable by us | \$7,900 |

How to contact us



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