Important information

This document is a Product Disclosure Statement (PDS) and contains important information about the home insurance we offer. This PDS forms part of your policy with us. Please read it carefully and keep it in a safe place.

This PDS and policy are provided by Commonwealth Insurance Limited ABN 96 067 524 216, AFSL 235030 (CIL). CommInsure is a registered business name of CIL. CIL is a wholly owned non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 (Commonwealth Bank) and is the insurer for this product. The Commonwealth Bank and its related entities are jointly referred to in this document as the Commonwealth Bank Group.

In the Australian Capital Territory, Tasmania and Western Australia, CIL offers Domestic Workers’ Compensation Cover as an agent for Allianz Australia Insurance Limited ABN 15 000 122 850 (Allianz).

The Commonwealth Bank Group (other than CIL) does not guarantee the obligations or performance of CIL or Allianz or the products they offer. CIL does not guarantee the obligations or performance of Allianz or the products it offers.

The information provided in this PDS has been provided in accordance with Australian laws and may not have satisfied the laws of other countries. The products and services described in this PDS are not available in countries or to residents of countries where it is unlawful to provide the information included in this PDS or where it is unlawful to offer the products and services.

All examples or illustrations in this PDS are only intended to demonstrate how certain benefits are calculated. All benefits are calculated in accordance with the relevant policy terms.

The words and phrases appearing in bold and italic print throughout this PDS have special meanings as set out in the glossary on pages 5 to 6.

All monetary amounts referred to in this PDS are in Australian dollars and include GST.

The information in this PDS is subject to change. Where a change is materially adverse, we will notify existing policyholders in writing. We may also issue a new PDS or Supplementary PDS (SPDS) for new policyholders. Where a change of information is not materially adverse, we will not notify existing policyholders or issue a new PDS or SPDS for new policyholders. However, you will be able to find the information about any change by contacting us.

The information in this PDS will help you to:

- decide whether this product will meet your needs; and
- compare this product with other products you may be considering.

This PDS does not take into account your individual objectives, financial situation or needs. You should consider this information in relation to your own circumstances before making any decision about this product.

If you have difficulty understanding this document, it is important that you seek assistance before entering into a policy with us.

For more information about how we calculate premiums, excesses and discounts, please refer to our Premium, Excess and Discount Guide which can be found on our website or contact us for a copy.
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</tbody>
</table>
How this policy works

_We_ offer the following package options:

- Residential Home Package;
- Investment Home Package; and
- Portable Contents Cover only.

_You_ must select either the Residential Home Package, Investment Home Package or a _Portable Contents_ only policy. Cover for _Portable Contents_ is available as a standalone policy or as an inclusion under a Residential Home Insurance Package.

In this PDS a tick (✔) means it applies and a cross (✘) means it does not.

<table>
<thead>
<tr>
<th>Step 1: Select your home insurance package</th>
<th>Step 2: Select the covers you want to include in your home insurance package:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Your Building</td>
</tr>
<tr>
<td>Residential Home Package</td>
<td>✔</td>
</tr>
<tr>
<td>Investment Home Package</td>
<td>✔</td>
</tr>
<tr>
<td>Portable Contents only</td>
<td>✘</td>
</tr>
</tbody>
</table>

If _you_ decide to purchase home insurance with _us_, _we_ will send _you_ a _Certificate of Insurance_ which will include details on the cover and Optional Covers _you_ have selected and _your Period of Insurance_.

The words and phrases appearing in bold and italic print throughout this PDS have special meanings as set out in the Glossary on pages 5 to 6.

_Our_ home insurance provides cover for:

- the Insured Events stated on pages 38 to 56;
- the Additional Benefits which are standard under the policy as stated on pages 57 to 70;
- the Optional Covers _you_ can select under the policy as stated on pages 71 to 77.
Our home insurance does not provide cover for everything. There are:

- General Exclusions that apply to the policy as stated on pages 78 to 81;
- exclusions that are specific to:
  - the type of cover you have selected;
  - an Insured Event (as stated on pages 38 to 56);
  - Additional Benefits (as stated on pages 57 to 70);
  - Optional Covers (as stated on pages 71 to 77); and
  - Portable Contents Cover (as stated on pages 76 to 77)
- limits on the amount we will cover for certain items and benefits (as stated on pages 10 to 15).

It is important to read this entire PDS carefully to make sure you have the cover you want.
The words and phrases appearing in bold and italic print throughout this PDS have special meanings as set out in the glossary below:

<table>
<thead>
<tr>
<th>Glossary</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong></td>
<td>If you have selected the Residential Home Package refer to pages 28 to 29. If you have selected the Investment Home Package refer to pages 32 to 33.</td>
</tr>
<tr>
<td><strong>Certificate of Insurance</strong></td>
<td>The document issued to you after you purchase a policy, before you renew your insurance and whenever you amend your policy. It details: • the cover, including any Optional Covers you have selected; and • the Period of Insurance. In this PDS when we refer to your Certificate of Insurance, we are referring to the most recent copy that we have issued to you. The Certificate of Insurance includes any special conditions that are agreed between you and us.</td>
</tr>
<tr>
<td><strong>Contents</strong></td>
<td>If you have selected the Residential Home Package refer to pages 30 to 31. If you have selected the Investment Home Package refer to pages 34 to 35.</td>
</tr>
<tr>
<td><strong>Domestic pet/s</strong></td>
<td>Domestic dog/s, cat/s or bird/s owned by you or your family member.</td>
</tr>
<tr>
<td><strong>Excess</strong></td>
<td>An amount you must contribute when we agree to pay a claim. The excess amount/s are stated on your Certificate of Insurance.</td>
</tr>
<tr>
<td><strong>Family member</strong></td>
<td>The following person/s who usually live with you at the insured address: • your partner, spouse or de facto spouse; • your (or your partner’s, spouse’s or de facto spouse’s) parents; • your (or your partner’s, spouse’s or de facto spouse’s) children; • your (or your partner’s, spouse’s or de facto spouse’s) siblings; and • your (or your partner’s, spouse’s or de facto spouse’s) grandparents.</td>
</tr>
<tr>
<td><strong>Fire</strong></td>
<td>The state of burning that produces flame.</td>
</tr>
<tr>
<td>Glossary</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Flood</strong></td>
<td>The covering of normally dry land by water that has escaped or been released from the normal confines of:</td>
</tr>
<tr>
<td></td>
<td>• any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or</td>
</tr>
<tr>
<td></td>
<td>• any reservoir, canal, or dam.</td>
</tr>
<tr>
<td><strong>Insured address</strong></td>
<td>The address stated on your Certificate of Insurance as the insured address. This includes any land or other adjoining area for which a statutory authority has made you responsible as owner or occupier.</td>
</tr>
<tr>
<td><strong>Malicious act</strong></td>
<td>An act done with the intention of causing loss or damage, or with reckless disregard for the consequences.</td>
</tr>
<tr>
<td><strong>Period of Insurance</strong></td>
<td>The period for which we have agreed to provide insurance as stated on your Certificate of Insurance.</td>
</tr>
<tr>
<td></td>
<td>If your policy is cancelled, by you or us, your Period of Insurance ends on the date the cancellation becomes effective.</td>
</tr>
<tr>
<td><strong>Portable Contents</strong></td>
<td>If you have selected the Portable Contents Cover refer to page 36 to 37.</td>
</tr>
<tr>
<td><strong>Storm</strong></td>
<td>• A violent wind including a tornado or named cyclone; or</td>
</tr>
<tr>
<td></td>
<td>• rain, hail or snow of unusual volume, force or duration.</td>
</tr>
<tr>
<td></td>
<td>It is not persistent bad weather or heavy or persistent rain by itself.</td>
</tr>
<tr>
<td><strong>We, our, us, CIL, CommInsure</strong></td>
<td>Commonwealth Insurance Limited ABN 96 067 524 216.</td>
</tr>
<tr>
<td><strong>You, your, yourself</strong></td>
<td>The person/s named as the policyholder/s on your Certificate of Insurance.</td>
</tr>
<tr>
<td><strong>Tenant/s</strong></td>
<td>The person/s who have the right to occupy your insured address under a Residential Tenancy Agreement or equivalent written legal agreement.</td>
</tr>
</tbody>
</table>
The following tables illustrate the Insured Events we cover, the Additional Benefits we provide and the Optional Covers that are available for:

- Residential Home Package – Building Cover. Please refer to pages 28 to 29
- Residential Home Package – Contents Cover. Please refer to pages 30 to 31
- Investment Home Package – Building Cover. Please refer to pages 32 to 33
- Investment Home Package – Contents Cover. Please refer to pages 34 to 35
- Portable Contents Cover. Please refer to page 36 to 37.

It is important to note this is a summary only and the full terms and conditions are located within this PDS.

### Residential Home Package and Investment Home Package

<table>
<thead>
<tr>
<th>Insured Event (See pages 38 to 56)</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>Accidental glass breakage</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Animal damage</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Burning out of electric motors and power surge</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Earthquake</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Escape of liquid</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Explosion</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Fire</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Flood</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Legal liability</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Lightning</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Malicious act including vandalism</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Riot and public disturbances</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Continued overleaf
## Summary of cover

### Residential Home Package and Investment Home Package (continued)

<table>
<thead>
<tr>
<th>Insured Event (See pages 38 to 56)</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>Storm</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Sudden impact</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Theft or attempted theft</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Benefits (See pages 57 to 70)</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>Alternative accommodation costs</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Contents in transit</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Damage by emergency services</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Demolition and debris removal costs</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Domestic pet cover</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Emergency work and temporary repairs</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Loss of rent</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Matching benefit</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mortgage discharge</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Moving within Australia</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Storage fees</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Temporary removal of your contents</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Visitors’ property</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

* Strata Titled properties only.
### Optional Covers

<table>
<thead>
<tr>
<th>Available for an additional premium (See pages 71 to 77)</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>Accidental damage</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Domestic Workers’ Compensation Cover</td>
<td>❌</td>
<td>✔️</td>
</tr>
<tr>
<td>Loss of rent extra</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Malicious damage or theft by tenants</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Portable Contents Cover</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Policy limits and general exclusions may be applicable to *your* claim and are described in the relevant section of this PDS.

**Portable Contents Cover**

This covers *you* against theft and the accidental loss or damage (even if the cause is unknown) of *your portable contents* (see pages 76 to 77).

### Benefits

<table>
<thead>
<tr>
<th>Portable Contents Cover</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covered anywhere in Australia and New Zealand.</td>
</tr>
<tr>
<td>Covered elsewhere in the world for the first 30 days of <em>your</em> trip.</td>
</tr>
<tr>
<td>Customised Cover available.</td>
</tr>
<tr>
<td>Packaged Cover available.</td>
</tr>
</tbody>
</table>

Policy limits and general exclusions may be applicable to *your* claim as described in the relevant section of this PDS.
Summary of maximum claim limits

Sum Insured

*Your Certificate of Insurance* shows the amount *you* are insured for under *your* policy as the:

- *building* sum insured;
- *contents* sum insured;
- *portable contents* sum/s insured.

*We* will pay no more than the sum/s insured shown on *your Certificate of Insurance* unless *we* have stated differently under any of:

- the Insured Events on pages 38 to 56;
- the Additional Benefits on pages 57 to 70;
- the Optional Covers on pages 71 to 77; or
- Gap Cover on page 86 and 87.

Residential Home Package – Building Cover

If *we* agree to pay a *building* claim under *your* Residential Home Package, the following limits apply:

<table>
<thead>
<tr>
<th>Building Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The item that exploded if <em>we</em> agree to pay a claim under the Insured Event ‘Explosion’. Please refer to page 44.</td>
<td>Up to $1,000 in total</td>
</tr>
<tr>
<td>The item from which the liquid escaped if <em>we</em> agree to pay a claim under the Insured Event ‘Escape of liquid’. Please refer to page 43.</td>
<td>Up to $500 in total</td>
</tr>
<tr>
<td>Storage fees. Please refer to page 68.</td>
<td>Up to 120 days</td>
</tr>
<tr>
<td>Domestic pet cover. Please refer to page 62.</td>
<td>• Up to $1,000 for veterinary expenses</td>
</tr>
<tr>
<td></td>
<td>• Up to $3,000 for alternative accommodation</td>
</tr>
<tr>
<td>Alternative accommodation costs. Please refer to page 58.</td>
<td>Up to 52 weeks</td>
</tr>
<tr>
<td>Gap Cover. Please refer to page 86 and 87.</td>
<td>Up to 25% of <em>your building</em> sum insured</td>
</tr>
</tbody>
</table>
Residential Home Package – Contents Cover

If we agree to pay a contents claim under your Residential Home Package, the following limits apply:

<table>
<thead>
<tr>
<th>Contents Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash, phone cards, gift vouchers or negotiable instruments</td>
<td>Up to $500 in total</td>
</tr>
<tr>
<td><strong>Contents</strong> that are outside your building at the time the item/s are lost or damaged</td>
<td>Up to 10% of your contents sum insured</td>
</tr>
<tr>
<td>Food</td>
<td>Up to $750 in total</td>
</tr>
<tr>
<td>Unregistered motorcycles with an engine capacity of 125cc or less.</td>
<td>Up to $1,000 in total</td>
</tr>
<tr>
<td>Accessories and spare parts of motor vehicles, motorcycles, caravans, trailers, aircraft, motorised watercraft or motorised self-propelled vehicles.</td>
<td>Up to $1,000 in total</td>
</tr>
<tr>
<td>Jewellery and watches</td>
<td>Up to 25% of your contents sum insured. Additional jewellery and watches can be insured under Portable Contents Cover if the value of your jewellery and watches exceeds the maximum claim limit.</td>
</tr>
<tr>
<td><strong>Contents</strong> items that form part of a pair, set or collection.</td>
<td>The amount we determine to be a reasonable proportion of the value of the part of the pair, set or collection that has suffered loss or damage</td>
</tr>
<tr>
<td>The item that exploded if we agree to pay a claim under the Insured Event ‘Explosion’. Please refer to page 44.</td>
<td>Up to $1,000 in total</td>
</tr>
<tr>
<td>The item from which the liquid escaped if we agree to pay a claim under the Insured Event ‘Escape of Liquid’. Please refer to page 43.</td>
<td>Up to $500 in total</td>
</tr>
<tr>
<td>Credit card fraud under the Insured Event ‘Theft or attempted theft’. Please refer to pages 55 to 56.</td>
<td>Up to $5,000 in total</td>
</tr>
<tr>
<td>Moving within Australia. Please refer to page 67.</td>
<td>No more than 14 days</td>
</tr>
<tr>
<td>Temporary removal of your contents. Please refer to page 69.</td>
<td>Up to 20% of your contents sum insured</td>
</tr>
</tbody>
</table>

Continued overleaf
### Residential Home Package – Contents Cover (continued)

<table>
<thead>
<tr>
<th>Contents Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents in transit. Please refer to page 59.</td>
<td>Up to 20% of your contents sum insured</td>
</tr>
<tr>
<td>Visitors’ property. Please refer to page 70.</td>
<td>Up to $2,000 in total</td>
</tr>
<tr>
<td>Storage fees. Please refer to page 68.</td>
<td>Up to 120 days</td>
</tr>
<tr>
<td>Domestic pet cover. Please refer to page 62.</td>
<td></td>
</tr>
<tr>
<td>• Up to $1,000 for veterinary expenses</td>
<td></td>
</tr>
<tr>
<td>• Up to $3,000 for alternative accommodation</td>
<td></td>
</tr>
<tr>
<td>Alternative accommodation costs. Please refer to page 58.</td>
<td>Up to 52 weeks</td>
</tr>
<tr>
<td>Gap Cover. Please refer to page 86 and 87.</td>
<td>Up to 25% of your contents sum insured</td>
</tr>
</tbody>
</table>

If we agree to pay a legal liability claim under the Residential Home Package, the most we will pay for your legal liability is:

<table>
<thead>
<tr>
<th>Legal Liability Insured Event Limits</th>
<th>The Most We Will Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal liability arising out of the same accident or series of accidents. Please refer to pages 47 to 49.</td>
<td>Up to $20 million</td>
</tr>
<tr>
<td>Reasonable legal costs and expenses of lawyers we appoint acting on your behalf. Please refer to pages 47 to 49.</td>
<td>Up to $500,000</td>
</tr>
</tbody>
</table>
Investment Home Package – Building Cover
If we agree to pay a building claim under your Investment Home Package, the following limits apply:

<table>
<thead>
<tr>
<th>Building Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The item that exploded if we agree to pay a claim under the Insured Event ‘Explosion’. Please refer to page 44.</td>
<td>Up to $1,000 in total</td>
</tr>
<tr>
<td>The item from which the liquid escaped if we agree to pay a claim under the Insured Event ‘Escape of Liquid’. Please refer to page 43.</td>
<td>Up to $500 in total</td>
</tr>
<tr>
<td>Loss of rent. Please refer to page 64.</td>
<td>Up to 52 weeks</td>
</tr>
<tr>
<td>Loss of rent extra – Optional Cover. Please refer to page 74.</td>
<td>• Up to 16 times the weekly rent</td>
</tr>
<tr>
<td></td>
<td>• Expenses to evict your tenant up to $1,500</td>
</tr>
<tr>
<td></td>
<td>• Expenses incurred to re-tenant your insured address up to $500</td>
</tr>
<tr>
<td>Storage fees. Please refer to page 68.</td>
<td>Up to 120 days</td>
</tr>
<tr>
<td>Gap Cover. Please refer to page 86 and 87.</td>
<td>Up to 25% of your building sum insured</td>
</tr>
</tbody>
</table>

Continued overleaf

Investment Home Package – Contents Cover
If we agree to pay a contents claim under your Investment Home Package, the following limits apply:

<table>
<thead>
<tr>
<th>Contents Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents that are outside your building at the time the item/s are lost or damaged.</td>
<td>Up to 10% of the contents sum insured</td>
</tr>
<tr>
<td>Contents items that form part of a pair, set or collection.</td>
<td>The amount we determine to be a reasonable proportion of the value of the part of the pair, set or collection that has suffered loss or damage</td>
</tr>
<tr>
<td>The item that exploded if we agree to pay a claim under the Insured Event ‘Explosion’. Please refer to page 44.</td>
<td>Up to $1,000 in total</td>
</tr>
</tbody>
</table>
Summary of maximum claim limits

### Investment Home Package – Contents Cover (continued)

<table>
<thead>
<tr>
<th>Contents Cover</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The item from which the liquid escaped if <em>we</em> agree to pay a claim under the Insured Event ‘Escape of Liquid’. Please refer to page 43.</td>
<td>• Up to $500 in total</td>
</tr>
<tr>
<td>Temporary removal of <em>your contents</em>. Please refer to page 69.</td>
<td>Up to 20% of <em>your contents</em> sum insured</td>
</tr>
<tr>
<td>Moving within Australia. Please refer to page 67.</td>
<td>No more than 14 days</td>
</tr>
<tr>
<td>Contents in transit. Please refer to page 59.</td>
<td>Up to 20% of <em>your contents</em> sum insured</td>
</tr>
<tr>
<td>Loss of rent. Please refer to page 64.</td>
<td>Up to 52 weeks</td>
</tr>
<tr>
<td>Loss of rent extra – Optional Cover. Please refer to page 74.</td>
<td>• Up to 16 times the weekly rent</td>
</tr>
<tr>
<td></td>
<td>• Expenses to evict <em>your tenant</em> up to $1,500</td>
</tr>
<tr>
<td></td>
<td>• Expenses incurred to re-tenant <em>your insured address</em> up to $500</td>
</tr>
<tr>
<td>Storage fees Please refer to page 68.</td>
<td>Up to 120 days</td>
</tr>
<tr>
<td>Gap Cover. Please refer to page 86 and 87.</td>
<td>Up to 25% of <em>your contents</em> sum insured</td>
</tr>
</tbody>
</table>

If *we* agree to pay a legal liability claim under the Investment Home Package, the most *we* will pay for *your* legal liability is:

<table>
<thead>
<tr>
<th>Legal Liability Insured Event Limits</th>
<th>The Most We Will Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal liability arising out of the same accident or series of accidents. Please refer to pages 47 to 49.</td>
<td>Up to $20 million</td>
</tr>
<tr>
<td>Reasonable legal costs and expenses of lawyers <em>we</em> appoint acting on <em>your</em> behalf. Please refer to pages 47 to 49.</td>
<td>Up to $500,000</td>
</tr>
</tbody>
</table>
**Portable Contents Cover**

If we agree to pay a portable contents claim, the most we will pay for your items covered are:

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Maximum Claim Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covered anywhere in Australia and New Zealand. Please refer to pages 76 to 77.</td>
<td>The amount/s listed on your Certificate of Insurance</td>
</tr>
<tr>
<td>Covered elsewhere in the world. Please refer to pages 76 to 77.</td>
<td>The first 30 days of your trip for the amount/s listed on your Certificate of Insurance</td>
</tr>
<tr>
<td>Packaged Cover.</td>
<td>Up to $1,000 per item</td>
</tr>
<tr>
<td></td>
<td>Up to the maximum claim limit listed on your Certificate of Insurance</td>
</tr>
</tbody>
</table>
Your policy commences when:

- **we** agree to insure **you**; and
- **you** agree to pay **us** the amount **we** confirm to be **your** premium by the due date.

The commencement date of **your** policy will be the date shown on **your Certificate of Insurance**.

**Your** policy is **your** contract of insurance with **us** and consists of:

- this PDS and any SPDS **we** may issue while **you** are insured with **us**; and
- **your Certificate of Insurance** including any special conditions that are agreed between **you** and **us**; and
- details of the due date for the instalments (when **you** have chosen to pay by instalments) which can be found in the payments section of the cover letter provided in connection with **your Certificate of Insurance**.

**Your Certificate of Insurance** shows the amount **you** are insured for under **your** policy as the:

- **building** sum insured;
- **contents** sum insured; and/or
- **portable contents** sum/s insured.

**We** will pay no more than the sum/s insured shown on **your Certificate of Insurance** unless **we** have stated differently under:

- the Insured Events on pages 38 to 56;
- the Additional Benefits on pages 57 to 70;
- the Optional Covers on pages 71 to 77; or
- Gap Cover on page 86 and 87.

**When To Take Out Your Policy**

If **you** are buying a house, **you** may need to take out a policy before the purchase is actually completed. The States and Territories have different laws about when the purchaser takes responsibility for the property. In some areas, it is from when the contracts are exchanged. In others, it is when the purchase is complete or when the purchaser takes possession. **You** should check the situation in **your** State or Territory.

**Taking Care Of Your Building And/Or Contents**

Wear and tear, poor workmanship and lack of maintenance are not covered under this policy (please refer to the General Exclusions on pages 78 to 81). It is important to always maintain **your insured address** and/or **contents** in good order and also to protect them by always using any security devices installed.
More Than One Policyholder
Where more than one person is named as a policyholder on your Certificate of Insurance, then we are referring to all people named as policyholders jointly. This means that:

• an act, statement or omission by any one of the policyholders listed on your Certificate of Insurance is taken to be an act, statement or omission by all of the policyholders listed;
• we may correspond with any of the policyholders named on your Certificate of Insurance and the recipient is responsible for ensuring that all other policyholders are aware of the correspondence; and
• any policyholder listed on your Certificate of Insurance can change or cancel this policy and it is the responsibility of that person to ensure all other policyholders are aware of the changes or of the cancellation of the policy.

Cooling Off Period
If you cancel your policy within 21 calendar days of the commencement date stated on your Certificate of Insurance, we will refund any premium paid provided you have not made a claim.

Cancellation By You
You can cancel your policy at any time by contacting us.

If you cancel your policy outside the cooling off period, we will refund any unused portion of the premium to you less any non-refundable Government charges. However, if this amount is $5 or less, we will not issue a refund.

Cancellation By Us
We may cancel your policy by giving you notice in accordance with the provisions of the Insurance Contracts Act 1984 (Cth). The circumstances under which we may cancel your policy include, but are not limited to, where you:

• have failed to comply with your Duty of Disclosure. Please refer to page 19;
• have made a misrepresentation to us when this policy was entered into;
• failed to comply with a provision of this policy, including payment of premium; or
• make a fraudulent claim under any insurance policy (whether or not the policy is underwritten by us) during your Period of Insurance.
You Must Tell Us In Advance If There Are Changes

You must tell us in advance if anything stated on your Certificate of Insurance is going to change during the Period of Insurance.

Some changes may not be covered by your policy, and/or we may be able to cancel your policy if some changes occur. These changes include:

- proposed construction work at your insured address, including renovations, alterations, extensions and structural improvements with a total commercial value of more than $25,000;
- if business, commercial or income-producing activities are going to be conducted at your insured address;
- if you have purchased the Residential Home Package and:
  - are going to lease all or part of your insured address to someone else;
  - your insured address is going to be unoccupied for 60 consecutive days or more; or
- if you have purchased the Investment Home Package and:
  - you decide to no longer lease your insured address; or
  - your insured address is going to be unoccupied for 60 consecutive days or more.

If you tell us in advance, we will then decide whether to:

- continue to insure you under the same terms and conditions and for the same total premium;
- impose special conditions on your policy and/or change the amount of your premium and/or your excess/es; or
- cancel your policy.

If you do not tell us in advance, we may:

- reduce the amount we pay in the event of a claim or refuse to pay a claim; and/or
- cancel your policy.
When you take out this policy

Your Duty of Disclosure

Before you enter into an insurance contract, you have a duty of disclosure under the Insurance Contracts Act 1984.

If we ask you questions that are relevant to our decision to insure you and on what terms, you must tell us anything that you know and that a reasonable person in the circumstances would include in answering the questions. You have this duty until we agree to insure you.

If you do not tell us something

If you do not tell us anything you are required to tell us, 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.

When you renew this policy

Your Duty of Disclosure

Before you renew this contract of insurance, you have a duty of disclosure under the Insurance Contracts Act 1984.

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

Also, we may give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this, you must tell us about any change or tell us that there is no change.

If you do not tell us about a change to something you have previously told us, you will be taken to have told us that there is no change. You have this duty until we agree to renew the contract.

If you do not tell us something

If you do not tell us anything you are required to tell us, 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.
You will be asked to nominate your sum/s insured for your building, contents and/or portable contents you wish to cover under your policy. These will be stated on your Certificate of Insurance.

We have calculators on our website to help you select your sum/s insured.

Your building and/or contents sum/s insured are automatically adjusted on renewal to help keep pace with inflation and rising costs. However, you are responsible for ensuring that the sum/s insured stated on your Certificate of Insurance are accurate at all times.

If you are underinsured, you may expose yourself to serious financial loss.

Your building sum insured
If your building is covered by this policy, you should nominate a sum insured equal to the current total cost to rebuild it inclusive of GST and all improvements (for example garages, driveways and verandas). You should also include an amount for all associated rebuilding costs such as architectural, engineering, surveying, construction fees and legal expenses.

Your contents sum insured
If your contents are covered by this policy, you should nominate a sum insured equal to the current total cost of replacing all of your contents inclusive of GST.

If you have selected both Portable Contents Cover and Contents Cover under the Residential Home Package, you do not need to include the value of your portable contents in your contents sum insured.

Your portable contents sum/s insured
If your portable contents are covered by this policy and you have selected Customised Cover, you should nominate a sum/s insured equal to the current total cost of replacing the item/s inclusive of GST.

If you have selected Packaged Cover, you should ensure the limits you select suit your needs. Please refer to the limits stated on pages 76 to 77 and your Certificate of Insurance.

If your sum insured is not sufficient to cover your loss
If your sum insured is not sufficient to cover your loss, we will pay up to a further 25% on top of the sum insured stated on your Certificate of Insurance towards the cost of repairing, rebuilding or replacing your building and/or contents. This is called Gap Cover.

Gap Cover does not apply to:
• Portable Contents Cover;
• Domestic Workers’ Compensation Cover;
• Items with a maximum claim limit; and
• Legal liability Insured Event.

If you overinsure
We will not pay more than the loss or the liability you have incurred within the terms and conditions of your policy. This means we will not pay more than the costs to rebuild, repair or replace your building, contents and/or your portable contents.

We will not refund any premium associated with overinsuring.
Paying 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:

<table>
<thead>
<tr>
<th>Method</th>
<th>Monthly</th>
<th>Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct debit from a bank account</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Credit card by direct debit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cash or cheque at a Commonwealth Bank branch</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cheque by mail</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>BPAY®</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Telephone</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Internet banking</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

What Happens If Your Premium Is Not Paid On Time

If you pay by annual payments
When you first purchase this policy and elect to pay the total premium annually and you do not pay the amount by the due date, then there is no cover under this policy. This is because the policy does not commence if you have not paid the premium by the due date.

If you do not pay the total premium required to renew your insurance by the due date, then your policy automatically comes to an end at the renewal due date without further notice to you.
If you pay by instalment payments

If you choose to pay the total premium in 12 monthly instalments and:

- at least one instalment remains unpaid for a period of at least 14 days after its due date, then we may refuse to pay a claim;
- at least one instalment remains unpaid for a period of at least one month after its due date, then your policy is automatically cancelled without further notice to you.

When you have chosen to pay by instalments, details of the due date for the instalments can be found in the payments section of the cover letter provided in connection with your Certificate of Insurance.
How we calculate your basic premium

Your Premium
The premium is the amount we charge you for your policy.

This is stated on your Certificate of Insurance and your premium is made up of the following:

• the basic premium we have calculated for your policy based on our assessment of the risk;
• a Fire Services Levy, Fire and Emergency Services Levy or similar if applicable; and
• any other mandatory Government charges (such as GST and Stamp Duty).

Your basic premium reflects our view of the likelihood and potential value of a claim being made under your policy. The greater the likelihood and/or potential value of a claim, the higher the basic premium charged.

We calculate the likelihood of you making a claim and the potential value of your claim by assessing certain significant factors based on our claims experience. The significance of each factor we use can change and how they are combined to derive a premium may differ from one policy to another.

They include:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>What you choose to cover.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you choose to cover both your building and contents, the premium will be higher than if you choose to cover only one or the other.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>The optional covers you select.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you select any of the Optional Covers in addition to your building and/or contents cover you will be required to pay an additional premium for each of these.</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Continued overleaf
### Your Premium (continued)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>The sum/s insured you nominate for your building and/or contents.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Generally the higher the sum insured, the higher the premium.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The address and location of your insured address.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>If your insured address is located in a high risk area, for example, prone to flooding, your premium is likely to be higher than if your insured address was in a low risk area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Characteristics of your building including type, construction and year built.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>For example, if your building is located in a cyclone prone region and the main construction material is double brick with steel roofing, the premium will be lower than if it were fibro construction with a tin roof. This reflects the likely ability of the building to withstand an Insured Event.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Security measures on your building.
If your building has an alarm your premium will be lower as our experience shows buildings with alarms are less prone to theft.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Building</td>
<td>Contents</td>
</tr>
<tr>
<td>Security measures on your building.</td>
<td>❌</td>
<td>✔</td>
</tr>
<tr>
<td>If your building has an alarm your premium will be lower as our experience shows buildings with alarms are less prone to theft.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>The age/s of the policyholders.</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Our claims experience shows that on average, certain age groups tend to make fewer claims than others. If you are within such an age group your premium will be less than if you were in an age group with a higher frequency of claims. Where the policyholder is a company, age will not be applied as a rating factor.

| The weekly rent.                          | ✔        | ❌         | ✔        | ✔         |
| The higher the weekly rent you receive the higher your premium may be. | ❌ | ❌ | ✔ | ✔ |

| Claims history.                           | ✔        | ✔         | ✔        | ✔         |
| Generally, the higher the number and value of claims that have been made, the higher the premium may be. | ✔ | ✔ | ✔ | ✔ |
## How we calculate your basic premium

### Your Premium (continued)

<table>
<thead>
<tr>
<th>Factor</th>
<th>Residential Home Package</th>
<th>Investment Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td>The <strong>excess</strong> payable.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>The higher the <strong>excess</strong> you choose, the lower the premium may be.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>(Additional information regarding your <strong>excess</strong> and how this is applied is available on page 82.)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Any discounts applicable</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Factor</th>
<th>Residential Home Package</th>
</tr>
</thead>
<tbody>
<tr>
<td>What <strong>you</strong> choose to cover.</td>
<td>✔</td>
</tr>
<tr>
<td>If <strong>you</strong> choose to cover a mobile phone under Customised Cover for example, <strong>your</strong> premium will be higher than if <strong>you</strong> choose to cover clothing of the same value.</td>
<td>✔</td>
</tr>
<tr>
<td>The sum/s insured <strong>you</strong> nominate for your <strong>portable contents</strong> under Customised Cover.</td>
<td>✔</td>
</tr>
<tr>
<td>Generally the higher the sum insured or maximum claim limit, the higher the premium.</td>
<td>✔</td>
</tr>
<tr>
<td>If <strong>you</strong> choose to insure your <strong>portable contents</strong> under the Customised or Packaged cover.</td>
<td>✔</td>
</tr>
<tr>
<td>Any discounts applicable</td>
<td>✔</td>
</tr>
</tbody>
</table>

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 CBA 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 renewals and overall age of the individual policy when determining your premium.

For more information about your premium and how it is calculated, please refer to our Premium, Excess and Discount Guide which can be found on our website or contact us for a copy.
If you have purchased a Residential Home Package policy, the term your building in this PDS means the domestic residence (home) at your insured address which includes permanent structural improvements of a domestic nature being:

- garages, carports, sheds, granny flats or other similar outbuildings;
- verandas, pergolas and other similar external structures;
- retaining walls;
- tennis courts;
- pathways, driveways, terraces and any paved areas (but not loose surfaces – for example earth, gravel, pebbles and rocks);
- fences (in the case of a shared fence, we will only cover the portion for which you are legally liable);
- gates, masts, aerials and clothes lines;
- pontoons, jetties, wharves or similar structures which are:
  - restricted to your private use;
  - permanently attached to your land; and
  - not separated from your insured address by a public thoroughfare;
- in-ground pools, saunas and spas that cannot be removed from your insured address, including their fixed accessories and any fixed decking; and
- fixed water features.

It also includes the following items which are fixed and fitted to your insured address:

- baths, toilets, showers, taps and sinks;
- stoves, ovens and dishwashers;
- heaters, air conditioners and fans;
- hot water services;
- built-in furniture;
- ceiling, wall, window or floor coverings including floating floorboards, linoleum and exterior blinds (but not carpets, internal curtains and internal blinds as these are considered contents items);
- shade cloths and awnings;
- fixtures providing services, either above or below the ground, which have been connected to the building; and
- apparatus and equipment which forms part of the plumbing, drainage, sewerage, electrical, gas or telecommunication systems.

and it excludes:

- strata, group or community titled properties (except where it is an individual unit and no strata insurance is required to be secured);
- a building that comprises flats or units;
- hotels, motels, hostels, bed and breakfasts, nursing homes, hospices or commercial premises;
- any part of your insured address used for conducting a business, unless agreed to in writing by us;
any part of your insured address used for a hobby farm, unless agreed to in writing by us;

- a building in the course of construction;
- temporary or mobile structures;
- shipping containers;
- caravans and similar vehicles (whether fixed to your insured address or not);
- bridges or causeways;
- culverts or drainage channels;
- internal roads, easements or pathways open to public use;
- carpets, internal curtains and internal blinds;
- loose surfaces – for example earth, gravel, pebbles, rocks, topsoil or bark;
- trees, plants or shrubs growing outdoors and in the ground; and
- lawn and grass.
Residential Home Package – Contents Cover

If you have purchased a Residential Home Package policy, the term contents in this PDS means items kept at your insured address owned by you, or a family member, or for which you are legally responsible by written agreement, that are not fixed or fitted to the building including:

• furniture, including outdoor furniture;
• gas or electrical appliances;
• portable gas appliances;
• portable heaters and cooling appliances;
• carpets and rugs;
• internal curtains and internal blinds;
• clothing and footwear;
• bedding, towels and other linen;
• kitchen items;
• handbags, purses, wallets and travel bags;
• sunglasses and spectacles;
• binoculars and telescopes;
• baby capsules, children’s car seats and prams;
• books and toys;
• jewellery and watches;
• stamps, pins, medals and coins (whether or not in a set or collection);
• passports and title deeds;
• pictures, prints, portraits, sculptures and artworks;
• gardening equipment and tools (but not tools of trade);
• sporting goods and recreational equipment;
• swings, slides and other play equipment;
• computers and computer hardware;
• CDs, DVDs, Blu-ray discs, tapes, records and videos;
• cameras and video equipment;
• mobile phones;
• MP3 players, Walkmans and other similar devices;
• e-book readers and similar devices;
• GPSs;
• musical instruments;
• keys to your building;
• motor vehicle and other types of keys (but not the costs to recode or rekey the locks);
• indoor potted plants;
• firearms that are licensed, registered and stored in accordance with regulations and other requirements that apply;
• above-ground or free-standing pools, including any accessories and decking that is not permanently fixed;
• water contained in tanks, pools or spas;
• cash, phone cards, gift vouchers or negotiable instruments of any kind;
• portable gazebos and clothes lines;
• accessories, components or parts of motor vehicles, motorcycles, caravans, trailers, aircraft, mechanically powered watercraft or motorised self-propelled vehicles that are not fitted or used with any of the above and which are contained in a building at your insured address;
• motorised wheelchairs, motorised golf carts or buggies, lawn mowers or ride-on lawn mowers;
• unregistered motorcycles with an engine capacity of 125cc or less;
• alcohol; and
• food.

Your contents also means where the building is a strata title property, fixtures and fittings which are owned by you, or a family member, or for which you are legally responsible by written agreement and are not otherwise insured by the strata owner/s.

and it excludes:
• motor vehicles, caravans, trailers, aircraft or mechanically powered watercraft;
• motorcycles that are registered or have an engine capacity greater than 125cc;
• any other motorised self-propelled vehicles (other than motorised wheelchairs, motorised golf carts or buggies, or lawn mowers or ride-on lawn mowers);
• accessories, components or parts fitted to or being used with motor vehicles, motorcycles, caravans, trailers, aircraft, mechanically powered watercraft or motorised self-propelled vehicles (other than motorised wheelchairs, motorised golf carts, buggies, lawn mowers or ride-on mowers);
• domestic pets, animals and livestock;
• gold or silver bullion, or any type of unset precious gemstones;
• electronically stored data, software or files;
• any items that are being kept at your insured address illegally;
• tools of trade, machinery, plant or other similar equipment;
• shipping containers;
• construction materials;
• stock-in-trade or goods kept for display, sale, distribution or other business purposes, including merchandise samples; and
• any item used in the course of a business unless agreed to in writing by us.
If you have purchased an Investment Home Package policy, the term **building** in this PDS means the domestic residence (home) at **your insured address** which includes permanent structural improvements of a domestic nature being:

- garages, carports, sheds, granny flats or other similar outbuildings;
- verandas, pergolas and other similar external structures;
- retaining walls;
- tennis courts;
- pathways, driveways, terraces and any paved areas (but not loose surfaces – for example earth, gravel, pebbles and rocks);
- fences (in the case of a shared fence, we will only cover the portion for which **you** are legally liable);
- gates, masts, aerials and clothes lines;
- pontoons, jetties, wharves or similar structures which are:
  - restricted to **your** or **your tenants** private use;
  - permanently attached to **your** land; and
  - not separated from **your insured address** by a public thoroughfare;
- in-ground pools, saunas and spas that cannot be removed from **your insured address**, including their fixed accessories and any fixed decking; and
- fixed water features.

It also includes the following items which are fixed and fitted to **your insured address**:

- baths, toilets, showers, taps and sinks;
- stoves, ovens and dishwashers;
- heaters, air conditioners and fans;
- hot water services;
- built-in furniture;
- ceiling, wall, window or floor coverings including floating floorboards, linoleum and exterior blinds (but not carpets, internal curtains and internal blinds as these are considered **contents** items);
- shade cloths and awnings;
- fixtures providing services, either above or below the ground, which have been connected to the **building**; and
- apparatus and equipment which forms part of the plumbing, drainage, sewerage, electrical, gas or telecommunication systems.

**and it excludes:**

- strata, group or community titled properties (except where it is an individual unit and no strata insurance is required to be secured);
- a **building** that comprises flats or units;
- hotels, motels, hostels, bed and breakfasts, nursing homes, hospices or commercial premises;
- any part of **your insured address** used for conducting a business other than the renting of **your building** for domestic use;
• any part of *your insured address* used for a hobby farm, unless agreed to in writing by *us*;
• a *building* in the course of construction;
• temporary or mobile structures;
• shipping containers;
• caravans and similar vehicles (whether fixed to *your insured address* or not);
• bridges or causeways;
• culverts or drainage channels;
• internal roads, easements or pathways open to public use;
• carpets, internal curtains and internal blinds;
• loose surfaces – for example earth, gravel, pebbles, rocks, topsoil or bark;
• trees, plants or shrubs growing outdoors and in the ground; and
• lawn and grass.
If you have purchased an Investment Home Package policy, the term contents in this PDS means items kept at your insured address owned by you, or for which you are legally responsible by written agreement, that are not fixed or fitted to the building including:

- furniture, including outdoor furniture;
- gas or electrical appliances;
- portable gas appliances;
- portable heaters and cooling appliances;
- carpets and rugs;
- internal curtains and internal blinds;
- bedding, towels and other linen;
- kitchen items;
- pictures, prints, portraits, sculptures and artworks;
- gardening equipment and tools (but not tools of trade);
- lawn mowers and ride-on lawn mowers;
- swings, slides and other play equipment;
- desktop computers and computer hardware;
- keys to your building;
- above-ground or free-standing pools, including any accessories and decking that is not permanently fixed;
- water contained in tanks, pools or spas; and
- portable gazebos and clothes lines;

This definition of your contents also applies where the investment property is a strata titled property and includes fixtures and fittings (including built-in furniture) that are owned by you, or for which you are legally responsible by written agreement, and are not otherwise insured by the strata owner/s.

and it excludes:

- if the investment property is a strata titled property, anything located on common property;
- home office equipment;
- clothing and footwear;
- handbags, purses, wallets and travel bags;
- sunglasses and spectacles;
- binoculars and telescopes;
- baby capsules, children’s car seats and prams;
- books and toys;
- jewellery and watches;
- stamps, pins, medals and coins (whether or not in a set or collection);
- passports;
- sporting and recreation equipment;
- CD’s, DVDs, Blu-Ray discs, tapes, records and videos;
- cameras and video equipment;
- mobile phones;
- MP3 players, Walkmans and similar devices;
- e-book readers and similar devices;
- GPSs;
• laptops and tablets, for example, iPads and similar devices;
• musical instruments;
• motor vehicle keys and other types of keys;
• indoor potted plants;
• firearms;
• cash, phone cards, gift vouchers or negotiable instruments of any kind;
• motor vehicles, motorcycles, caravans, aircraft, trailers, watercraft, and any other motorised self-propelled vehicles (other than lawn mowers or ride-on lawn mowers);
• accessories, components or parts of motor vehicles, motorcycles, caravans, trailers, aircraft, mechanically powered watercraft or motorised self-propelled vehicles that are not fitted or used with any of the above and which are contained in a building at your insured address (other than lawn mowers or ride-on mowers);
• motorised wheelchairs, motorised golf carts or buggies;
• food and alcohol;
• gold and silver bullion, or any type of unset precious gemstones;
• domestic pet/s, animal/s or livestock;
• electronically stored data, software or files;
• any item that is being kept at your insured address illegally;
• tools of trade, machinery, plant or other similar equipment;
• shipping containers;
• stock in trade or goods kept for display, sale, distribution or other business purposes, including merchandise samples;
• any item used in the course of a business unless agreed to in writing by us (other than the renting of your building for domestic use);
• portable or potted trees, plants or shrubs that are outside; and
• construction materials.
If you have purchased Portable Contents Cover the term portable contents in this PDS refers to the following items that are owned by you, or a family member, or for which you are legally responsible by written agreement.

Your Certificate of Insurance will show if you have selected Customised and/or Packaged Cover. It is important to note that the type of cover you select will determine which items are included.

<table>
<thead>
<tr>
<th>Portable Contents Items:</th>
<th>Customised Cover</th>
<th>Packaged Cover</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile phones (including smart phones)</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Electronic navigational devices e.g. GPS</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Laptops, tablets, personal music players (including radios), MP3 players, e-book readers (and similar devices) and personal portable computer hardware</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Cameras and video cameras and accessories</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Jewellery and watches (but not gold or silver bullion, or any type of unset precious and/or semiprecious gemstone)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Glasses (including prescription glasses), medical aids and their accessories</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Clothing items and accessories, including handbags and luggage (but not their contents unless they appear in this list)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Sporting and recreational equipment (including golf clubs, surfboards, kayaks, fishing equipment and bicycles)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Tents and all non-electronic camping items</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Baby capsules, children’s car seats, strollers and prams</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Binoculars and telescopes</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Portable musical instruments</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Other items may be accepted at our discretion. If you would like to cover an item that does not appear in the list, please contact us. Any additional items that we agree to cover will be listed on your Certificate of Insurance.

You are not covered for mobile phones (including smart phones), under Packaged Cover. Cover for mobile phones (including smart phones) can be purchased under Customised Portable Contents Cover only.
and Portable Contents Cover excludes:

• any item used in the course of a business, profession or trade owned by:
  – you; or
  – any company, trust or other legal structure in which you have an interest (legal, beneficial or otherwise);

• electronically stored data and files; and software; and

• replacement SIM cards or any contract fees relating to the supply of devices, wireless, cellular or data services.

Please refer to pages 76 to 77 for further information about the Portable Contents Cover.
We will provide cover for the following Insured Events if they occur during the **Period of Insurance** and are not subject to a:

- General Exclusion (please refer to pages 78 to 81); or
- specific exclusion described under the Insured Event.

The following Insured Events apply to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

**Your Certificate of Insurance** states whether your building and/or contents are covered by this policy and if you have selected the Residential or Investment Home Package.

It is important that you understand what we insure as your building and/or contents.
Accidental glass breakage

What is covered
The following items forming part of your building and/or contents are covered for accidental glass breakage where the accidental breakage or fracture is through the entire thickness of the item:

• windows;
• skylights;
• fixed ceramic or porcelain toilets;
• fixed ceramic or porcelain sinks;
• fixed glass panels including doors and cabinets;
• fixed mirrors;
• solar panels;
• shower screens;
• kitchen, bathroom or laundry splashbacks;
• cooktops and oven doors;
• glass balcony or pool fences;
• fixed glass in light fittings;
• glass table tops, whether fixed or not; or
• glass doors to a combustion fireplace.

We will also pay the reasonable costs of:

• repairing or replacing any other item forming part of your building and/or contents which has been damaged by the glass that was accidentally broken or fractured through its entire thickness; and
• disconnecting and reconnecting any electrical components to the damaged item.

What is not covered
You are not covered under this Insured Event for any loss or damage:

• due to scratching, chipping, denting; or
• if the breakage or fracture is not through the entire thickness of the item.

Your building and/or contents are also not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Animal damage

What is covered
Your building and/or contents are covered for loss or damage caused by an animal that enters any part of your building which is ordinarily fully enclosed.

What is not covered
You are not covered under this Insured Event for loss or damage:

• caused by rats, mice and other vermin and insects including but not limited to cockroaches, termites, flies, moths, lice or bedbugs;
• caused by birds pecking, scratching, biting, nesting or soiling;
• caused by any animal/s kept by you at your insured address;
• caused by any animal/s kept by a person who lives at your insured address; or
• to any part of your building and/or contents that are outside or in the open.

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
Burning out of electric motors and power surge

What is covered
Where an electrical appliance that forms part of your building for building cover and/or included in your contents for contents cover, you are covered for the cost of repairing or replacing:

- the motor of any electrical appliance that burns out; or
- any electrical appliance that is damaged by power surge from an identifiable and verifiable source.

We also pay the cost of:

- any service calls related to the repair or replacement of the electrical appliance; and
- replacing your food that is spoilt as a result of electrical appliance motor burn out or as a result of a power surge up to $750 in total.

What is not covered
You are not covered under this Insured Event if the electrical appliance which is damaged by a power surge or the motor in the electrical appliance that burnt out is:

- more than 10 years old;
- covered by a guarantee or warranty;
- used for a business, trade or profession; or
- not kept at your insured address.

We will not cover the additional cost to remove or reinstall submerged or underground motors or electrical appliances.

If the loss of or damage to your building and/or contents occurred as a result of fusion and/or power surge due to lightning, it will be assessed under the Insured Event ‘Lightning’. Please refer to page 50.

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Where you have contents cover and your food is spoilt as a result of motor burn out of an electrical appliance or is spoilt as a result of a power surge from an identifiable and verifiable source to an electrical appliance the maximum amount we will pay to replace this food is up to $750 in total.

Building, contents and policy limits apply. Please refer to pages 10 to 15.
Earthquake

What is covered
Your building and/or contents are covered for loss or damage caused by:

- an earthquake; and/or
- tsunami, landslide and/or subsidence which occurs within 72 hours of, and as a result of, an earthquake.

What is not covered
Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
What is covered

Your building and/or contents are covered for loss or damage caused by the sudden and unexpected escape of liquid from any:

• water main;
• fixed water pipe (but not a garden hose);
• fire hydrant;
• pool or spa;
• fixed water feature;
• fixed tank;
• washing machine or dishwasher;
• sink, basin, bath or toilet;
• sealed portable heater; or
• fixed heating or cooling system.

If we have agreed to cover the loss or damage caused, we will also pay the reasonable cost of locating the source of the damage, where necessary, provided that:

• it is at your insured address; and
• we have agreed to pay this cost before you make arrangements for any work to commence.

You are only covered for up to $500 for the repair or replacement of the item from which the liquid escaped if it formed part of your building or contents.

What is not covered

You are not covered under this Insured Event for:

• loss or damage caused by any escape of liquid of which you were aware and failed to notify us of within a reasonable period;
• loss or damage resulting from a leaking or faulty shower recess or shower base;
• loss or damage caused by any gradual escape of liquid;
• loss or damage to trees, plants and shrubs growing outdoors;
• the cost to replace the liquid which escaped; or
• exploratory or restoration costs if we have not accepted a claim under this Insured Event.

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess

If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits

The most we will pay is up to $500 for repair or replacement of the item from which the liquid escaped if it forms part of your building or contents.

Building, contents and policy limits apply. Please refer to pages 10 to 15.
Explosion

What is covered

Your building and/or contents are covered for loss or damage caused by:

• an explosion; and/or
• landslide and/or subsidence which occurs within 72 hours of, and as a result of, an explosion.

You are only covered for up to $1,000 to repair or replace the item that exploded if it forms part of your building or contents.

What is not covered

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess

If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits

The most we will pay for the item that exploded if it forms part of your building or contents is up to $1,000.

Building, contents and policy limits apply. Please refer to pages 10 to 15.
Fire

What is covered
Your building and/or contents are covered for loss or damage caused by:

• fire (including bushfire); and/or
• heat, smoke and/or soot as a result of fire

unless the fire was started with the intention of causing damage, or with reckless disregard of the consequences, by:

• you or a person who lives at your insured address;

• a person, who at the time of starting the fire, was at your insured address with your consent or the consent of a person who lives at your insured address; or

• a person with your consent or the consent of a person who lives at your insured address.

If you have selected the Investment Home Package, cover is also available for an additional premium for Malicious Damage or Theft by Tenants as described on page 75. If you have purchased this cover it will be stated on your Certificate of Insurance.

What is not covered
Your building and/or contents are not covered under this Insured Event for bushfire for the first 48 hours of this policy unless:

• on the same day this policy commences you:
  – enter into a contract to purchase your insured address; or
  – move into the insured address as a tenant; or

• you are replacing a similar home insurance policy without a break in cover. (However, if there is an increase in sum/s insured between the expiring policy and this policy, the increase in sum/s insured will not be covered for the first 48 hours of this policy.)

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
**Flood**

**What is covered**

*Your building* and/or *contents* are covered for loss or damage caused by *flood*.

**What is not covered**

*You* are not covered under this Insured Event for loss of or damage to:

- any exterior blind, shade cloth or awning unless professionally installed in the last 10 years;
- pools, spas or in-ground tanks caused by hydrostatic pressure;
- pool and spa liners or covers;
- synthetic turf unless it forms part of a tennis court or bowling green;
- retaining walls; or
- pontoons, jetties, wharves or similar structures.

*Your building* and/or *contents* are not covered under this Insured Event for the first 48 hours of this policy unless:

- on the same day this policy commences *you*:
  - enter into a contract to purchase *your insured address*; or
  - move into the *insured address* as a *tenant*; or
- *you* are replacing a similar home insurance policy without a break in cover. (However, if there is an increase in sum/s insured between the expiring policy and this policy, the increase in sum/s insured will not be covered for the first 48 hours of this policy.)

**Excess**

If *we* agree to pay a claim as a result of this Insured Event, the amount *we* pay will be reduced by the applicable *excess*, as described on page 82 and stated on *your Certificate of Insurance*.

**Limits**

*Building, contents* and policy limits apply. Please refer to pages 10 to 15.
Legal liability

What is covered
If you have purchased building cover, you are covered for up to $20 million for damages, legal fees and disbursements, costs and expenses that you are legally liable to pay another person/s as a result of an incident that occurs at your insured address that causes:

• the death or bodily injury of someone other than you; or
• physical loss of or damage to the property of someone other than you or your family member.

In addition to this amount, you are also covered for up to $500,000 for the reasonable legal costs and expenses of lawyers we appoint acting on your behalf.

If you have purchased contents cover, you are covered for up to $20 million for damages, legal fees and disbursements, costs and expenses that you are legally liable to pay another person/s as a result of an incident that occurs outside your insured address but within Australia that causes:

• the death or bodily injury of someone other than you; or
• physical loss of or damage to the property of someone other than you or your family member.

In addition to this amount, you are also covered for up to $500,000 for the reasonable legal costs and expenses of lawyers we appoint acting on your behalf.

If you are:
• a lessee,
• owner or occupier of a strata, group or community titled property
We will also cover you for incidents that occur at your insured address for which you are legally liable as:
• lessee,
• owner or occupier of your building.

What is not covered
You are not covered for legal liabilities arising from or connected in any way with:

• the death or bodily injury of someone employed by:
  – you; or
  – a company, trust or other legal structure in which you have an interest (legal, beneficial or otherwise);

• any Workers’ Compensation Legislation, industrial award or agreement, or statutory accident compensation scheme;

• damage to your property, or to any property in your physical or legal control;

• any business, trade or profession (other than the renting of your building for domestic use when you have selected Investment building cover);

• the terms of any agreement you have entered into (other than a tenancy agreement when you have selected Investment building cover);

• the use of any mechanically propelled vehicle (other than lawn mowers,
ride-on lawn mowers, golf buggies and motorised wheelchairs) or aircraft or aerial device;

• the use of any mechanically propelled watercraft;

• any professional sporting activity;

• any construction, demolition, alterations or renovations at your insured address:
  – which have commenced and have not yet been fully completed; and
  – where their commercial value, when completed, could be reasonably expected to exceed $25,000;

• the use, removal of or exposure to any asbestos product or products containing asbestos;

• your ownership of any land or premises other than your building or your insured address;

• the transmission, directly or indirectly, of any illness, disease or medical condition;

• any part of your insured address being used for farming;

• the actions of any animal other than your domestic pets (we will not, however, cover you for legal liabilities arising from or connected in any way with the actions of a dog declared to be dangerous by a relevant authority);

• your consumption of alcohol or drugs;

• the discharge, dispersal, release or escape of pollutants from your building or your insured address into or upon land, the atmosphere or any watercourse or body of water and any costs and expenses incurred in the prevention, removal or clean-up of such pollutants unless they are caused by a sudden, identifiable, unexpected or unintended happening that takes place in its entirety at a specific time and place during the Period of Insurance stated on your Certificate of Insurance;

• the existence, use, operation or maintenance of electronic mail, an internet site or other internet based service;

• computer viruses, bombs, worms, trojans, malware, spyware or similar;

• libel, slander, defamation or breach of copyright; or

• a conflict of interest or duty.

Additionally, you are not covered under this Insured Event:

• for the payment of any fine, penalty or punitive or exemplary damages;

• if you admit liability;

• for actions brought against you in a court outside Australia or a court that applies law other than Australian law;

• as a result of an occurrence during any period in which your building is deemed uninhabitable by us or a regulatory authority (including any period of reconstruction);

• for incidents that occur on the common property (this only applies if you live in a strata, group or community titled unit);
• after we have paid a claim under this policy that is at least equal to the total sum insured for your building and/or contents; or
• for loss or damage caused directly or indirectly by or attributable in any way to any of the circumstances described in the General Exclusions on pages 78 to 81.

Excess
There is no excess payable when your claim is for legal liability only.

Limits
The most we will pay in relation to this Insured Event is:
• up to $20 million for legal liability; and
• up to $500,000 for the reasonable legal costs and expenses of our lawyers.
Lightning

What is covered
Your building and/or contents are covered for loss or damage caused by:
- a direct lightning strike; and/or
- a power surge at your insured address caused by a lightning strike.

What is not covered
Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
What is covered
Your building and/or contents are covered for loss or damage:
• caused by a malicious act including vandalism; and
• which you have reported to the police unless it was committed by:
  • you or a person who lives at your insured address;
  • a person with your consent or the consent of a person who lives at your insured address; or
  • a person, who at the time of the loss or damage was at your insured address with your consent or the consent of a person who lives at your insured address.

If you have selected the Investment Home Package, cover is also available for an additional premium for Malicious Damage or Theft by Tenants as described on page 75. If you have purchased this cover it will be stated on your Certificate of Insurance.

What is not covered
Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
Riot and public disturbances

What is covered

*Your building* and/or *contents* are covered for loss or damage:

- caused by a riot or a public disturbance; and
- which *you* have reported to the Police unless *you* or a person who:
  - lives in *your insured address*; or
  - was at *your insured address* with *your* consent or the consent of a person who lives at *your insured address* were participating in the riot or public disturbance.

If *you* have selected the Investment Home Package, cover is also available for an additional premium for Malicious Damage or Theft by Tenants as described on page 75. If *you* have purchased this cover it will be stated on *your Certificate of Insurance*.

What is not covered

*Your building* and/or *contents* are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess

If *we* agree to pay a claim as a result of this Insured Event, the amount *we* pay will be reduced by the applicable *excess*, as described on page 82 and stated on *your Certificate of Insurance*.

Limits

*Building, contents* and policy limits apply. Please refer to pages 10 to 15.
Storm

What is covered
Your building and/or contents are covered for loss or damage caused by storm.

What is not covered
Your building and/or contents are not covered under this Insured Event for:

• loss of or damage to
  – any exterior blind, shade cloth or awning unless professionally installed in the last 10 years;
  – pools, spas or in-ground tanks caused by hydrostatic pressure;
  – pool and spa liners or covers;
  – synthetic turf unless it forms part of a tennis court or bowling green;
  – retaining walls;
  – pontoons, jetties, wharves or similar structures; or
• loss or damage caused by wind, rain, hail or snow which entered an ordinarily fully enclosed part of your building through an opening not created by the storm. This includes but is not limited to:
  – an open window or door; and
  – any opening made for the purpose of any renovation, repair or maintenance work, including where tarpaulins or other fixings have been set up.

Your building and/or contents are not covered under this Insured Event for the first 48 hours of this policy unless:

• on the same day this policy commences you:
  – enter into a contract to purchase your insured address; or
  – move into the insured address as a tenant; or
• you are replacing a similar home insurance policy without a break in cover. (However, if there is an increase in sum/s insured between the expiring policy and this policy, the increase in sum/s insured will not be covered for the first 48 hours of this policy.)

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and policy limits apply. Please refer to pages 10 to 15.
Sudden impact

What is covered

*Your building* and/or *contents* are covered for loss or damage caused by the sudden impact of:

- any rail or road vehicle, bicycle, watercraft, caravan, or trailer;
- any aircraft or spacecraft;
- space debris or debris from an aircraft, rocket or satellite;
- broken or collapsed communications, aerials, masts, satellite dishes and/or power poles; or
- falling trees or branches, unless the damage or loss is caused directly or indirectly by tree or branch lopping or felling by:
  - *you*;
  - a person who lives at *your insured address*; or
  - a person with *your* consent or the consent of a person who lives at *your insured address*.

What is not covered

*You* are not covered under this Insured Event for:

- the cost of removing tree stumps or any part of a tree that has not fallen; or
- the cost of repairing or replacing the item that caused the loss or damage to *your insured address*.

If the loss of or damage to *your building* and/or *contents* occurred as a result of the Insured Event ‘Storm’, ‘Flood’, ‘Riot’ or ‘Accidental glass breakage’, it will be assessed under the relevant Insured Event as determined by *us*.

*Your building* and/or *contents* are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess

If *we* agree to pay a claim as a result of this Insured Event, the amount *we* pay will be reduced by the applicable *excess*, as described on page 82 and stated on *your Certificate of Insurance*.

Limits

*Building, contents* and policy limits apply. Please refer to pages 10 to 15.
Theft or attempted theft

What is covered
You are covered for loss of or damage to your building and/or contents:
• caused by theft or attempted theft; and
• which you have reported to the Police unless it was committed by:
  • you or a person who lives at your insured address;
  • a person with your consent or the consent of a person who lives at your insured address; or
  • a person, who at the time of the theft or attempted theft, was at your insured address with your consent or the consent of a person who lives at your insured address.

If we have agreed to pay a claim under this Insured Event, and the keys to your building are stolen, we will also pay the costs of replacing the door locks and/or window locks operated by those keys.

Unauthorized use of your Credit Cards
Under the Residential Home Package – Contents Cover, if we have agreed to pay a claim under this Insured Event and your credit card/s are stolen due to the same incident, we will also pay up to $5,000 in total for charges you are legally liable to pay because your credit card has been fraudulently used provided that you:
• have followed the terms and conditions of use for your credit card including in relation to safeguarding your PIN; and
• inform the financial provider who issued your credit card within 24 hours of discovering the fraudulent activity; and
• obtain written confirmation from the relevant financial provider that you remain liable to pay for the relevant credit charges which have been fraudulently incurred.

If you have selected the Investment Home Package, cover is also available for an additional premium for Malicious Damage or Theft by Tenants as described on page 75. If you have purchased this cover it will be stated on your Certificate of Insurance.

What is not covered
You are not covered under this Insured Event for loss of or damage to any portable or potted trees, plants or shrubs that are outside.

We will not cover costs incurred as a result of your credit card being stolen or used by a person who lives with you or a person you otherwise authorise to use your credit card.

Your building and/or contents are not covered under this Insured Event for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim as a result of this Insured Event, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.
Theft or attempted theft

Limits
If you have selected Residential Home Package Contents Cover and we agree to pay a claim for fraudulent use of your credit card, the most we will pay is up to $5,000 but not more than the amount of money that has been accessed fraudulently and we will only pay one claim per Period of Insurance.

Any amount we agree to pay will be reduced by the amount the financial provider agrees to reimburse you in relation to the fraudulent activity.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
If we accept your claim for loss or damage, you may be entitled to the following Additional Benefits.

The following Additional Benefits apply to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

The type of cover you have purchased is stated on your Certificate of Insurance and this will determine what Additional Benefit/s apply.

Any event in respect of which a claim is made under an Additional Benefit must occur after the policy commenced and before it expired or was cancelled.
Alternative accommodation costs

This Additional Benefit applies to:

• Residential Home Package
  – Building Cover;
• Residential Home Package
  – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
If we agree to pay your building and/or contents claim as a result of an Insured Event and we agree that the damage at your insured address is so extensive that you can no longer live there, we will pay, up to a maximum of 52 weeks:

• your reasonable alternative accommodation costs if you own your insured address and have building cover; or
• your reasonable alternative accommodation costs if your contents in a strata titled property are insured by this policy; or
• if you rent your insured address, the difference in rent incurred if higher rent is charged for equivalent rental accommodation for you in the same area for the time remaining on your original lease.

If we agree to pay your alternative accommodation costs, we will do so from the time your insured address becomes unliveable until it is repaired, rebuilt, replaced or liveable, for up to a maximum of 52 weeks.

Where your building and/or contents have been destroyed and you do not repair, rebuild or replace at the same insured address, our payments for alternative accommodation will cease when we pay your claim.

What is not covered
Your building and/or contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
The amount we will pay is the amount we determine is reasonable and appropriate in your particular circumstances up to a maximum of 52 weeks.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Contents in transit

This Additional Benefit applies to:
• Residential Home Package
  – Contents Cover;
• Investment Home Package
  – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
We will provide cover for up to 20% of your contents sum insured for loss of or damage to your contents when you are moving to a new address within Australia and the vehicle carrying your contents is damaged or stolen in transit between your old and new address.

What is not covered
We will not pay for loss of or damage to cash, phone cards, gift vouchers or other negotiable instruments.

Your contents are also not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
The maximum amount payable is up to 20% of your contents sum insured in any one claim.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

Please refer to *your Certificate of Insurance* for the type of cover you have purchased.

**What is covered**

*You* are covered for loss of or damage to *your building* and/or *contents* caused by authorised Emergency Services personnel in the execution of their duty for example, the protection of life or property.

**What is not covered**

*Your building* and/or *contents* are not covered for any loss or damage caused directly or indirectly by or resulting from the execution of any search warrant or right to enter *your* premises undertaken by the police or a law enforcement body, including the seizure of any *contents*. This also applies in circumstances where the search warrant or right to entry is subsequently proven to be unlawful.

*Your building* and/or *contents* are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

**Limits**

*Building, contents* and policy limits apply. Please refer to pages 10 to 15.
Demolition and debris removal costs

This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
If we agree to pay your claim for loss or damage caused by an Insured Event, you are also covered for the cost to:

- demolish any part of your building, if necessary, and removal of the debris; and
- remove any debris directly relating to your damaged or destroyed contents.

What is not covered
You are not covered for any costs that are not directly related to the damaged part of your building and/or contents.

Your building and/or contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Domestic pet cover

This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
If we agree to pay your claim for loss or damage due to an Insured Event, you are also covered for veterinary expenses provided by a qualified and registered veterinarian up to $1,000 if your domestic pet/s are injured as a result of the same Insured Event.

If we agree that the Insured Event has caused so much damage that your domestic pet/s cannot live at your insured address, we will also pay the reasonable alternative accommodation costs for your domestic pet/s up to $3,000 in total.

What is not covered
You are not covered for any costs that are incurred after the death of your domestic pet/s.

Your building and/or contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
The maximum amount payable in any one claim for:

- veterinary expenses provided by a qualified and registered veterinarian in relation to injuries to your domestic pet/s is up to $1,000;
- alternative accommodation for your domestic pet/s is up to $3,000.
Emergency work and temporary repairs

This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered

If your building and/or contents are damaged as a result of an Insured Event, we will pay the reasonable costs of any emergency work or temporary repairs required to protect your building and/or contents against further loss or damage.

For this benefit to be payable we must agree to pay this cost before you make arrangements for the work to commence.

What is not covered

We will not pay the cost of removing any fallen items or objects where no claimable damage has occurred.

Your building and/or contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits

Building, contents and policy limits apply. Please refer to pages 10 to 15.
Loss of rent

This Additional Benefit applies to:

• Investment Home Package – Building Cover;
• Investment Home Package – Contents Cover for Strata Titled Properties only.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered

If we agree to pay your claim and we agree that the damage at your insured address is so extensive that it can no longer be lived in by your tenant, you are covered for the loss of rent you suffer where:

• your building is insured by this policy; or
• your contents in a strata titled property are insured by this policy.

The amount we pay is based on the average weekly rent paid over the 52 weeks immediately preceding the loss or damage. We will pay this amount from the time your insured address becomes unliveable until it is replaced, rebuilt, repaired or liveable, up to a maximum period of 50 weeks.

We will also pay up to 2 additional weeks’ rent after the repairs have been completed and your insured address is liveable, if a tenant is not immediately available to occupy it.

You are also covered for loss of rent caused by the loss of safe access by your tenant to your insured address.

The amount we pay is based on the average weekly rent paid over the 52 weeks immediately preceding the damage that prevented the safe access by your tenant to your insured address. We will pay this amount from the time safe access to your insured address is prevented until it becomes available, up to a maximum period of 50 weeks.

What is not covered

You are not covered:

• if your insured address has been unoccupied for more than 60 consecutive days immediately prior to the date the Insured Event occurred; and/or
• if you do not make reasonable attempts to re-tenant/re-let your insured address; or
• for any period of loss of rent where the repair or rebuilding has been delayed by you or anyone who acts with your consent or on your behalf.

Your building and/or contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits

The amount of rent we will pay will be based on the average weekly rent paid over the 52 weeks period immediately before the Insured Event occurred up to a maximum period of 52 weeks.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Matching benefit

This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered

If we agree to pay your claim for loss or damage due to an Insured Event, you are also covered for up to $750 in any one claim for materials required to bring about a matching finish to the area that has been repaired or replaced.

This benefit is only available when the loss or damage has occurred to one or more of the following items:

- floor coverings i.e. carpet, vinyl, tiles or floorboards;
- kitchen cabinets, cupboards and bench tops;
- roof tiles, sheeting and gutters;
- wall coverings i.e. tiles, wallpaper, wood panels and paint; and/or
- garage doors.

What is not covered

We will not pay to replace undamaged parts of the building and/or contents except as described under the Matching benefit on this page.

Limits

The maximum amount payable in any one claim is up to $750. The matching benefit does not extend to other parts of the house not damaged by the incident, e.g. adjoining rooms or your entire home.
This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover for Strata Titled Properties only;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover for Strata Titled Properties only.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered

If we agree to pay a claim where your building has been destroyed and a payment results in your mortgage for your building being paid in full, we will pay the legal costs of discharging your mortgage.

What is not covered

Your building is not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.
Moving within Australia

This Additional Benefit applies to:

- Residential Home Package – Contents Cover;
- Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
You are covered for loss of or damage to your contents as a result of an Insured Event at both your current insured address and your new address in Australia for up to 14 days from the day you start moving.

What is not covered
Your contents are not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
Cover is available for no more than 14 days unless you contact us and we agree to cover you in writing.

If you are moving to a new home and you require insurance for longer than 14 days, you must contact us.

Contents and general policy limits apply. Please refer to pages 10 to 15.
Storage fees

This Additional Benefit applies to:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
If we agree to pay your claim and, in order to repair or rebuild the part of your insured address that was damaged, some or all of your contents need to be stored off-site, we will pay the reasonable storage costs for those contents for up to 120 days.

This additional benefit is payable if your contents are stored away from your insured address but within Australia and contained in a registered storage facility.

What is not covered
We will not pay any storage fees if your contents can be stored safely and securely at your insured address.

Your contents are also not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
This benefit is payable for no more than 120 days.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Temporary removal of your contents

This Additional Benefit applies to:
• Residential Home Package – Contents Cover;
• Investment Home Package – Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
We will cover up to 20% of your contents sum insured for loss of or damage to your contents as a result of an Insured Event when your contents are not at your insured address but in Australia and are contained within a:
• fully enclosed and lockable building where you are temporarily residing for 120 days or less;
• secured storage facility which is operated by a registered storage facility operator; or
• safety deposit box in a bank or financial institution.

What is not covered
We will not pay for loss of or damage to:
• cash, phone cards, gift vouchers or other negotiable instruments; or
• your contents whilst they are in a hotel room or other holiday accommodation.

Your contents are also not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limits
The maximum benefit payable is:
• up to 20% of your contents sum insured in any one claim; and
• no more than 120 days in a fully enclosed and lockable building where you are temporarily residing.

Contents and general policy limits apply. Please refer to pages 10 to 15.
Visitors’ property

This Additional Benefit applies to:
- Residential Home Package
  - Contents Cover.

Please refer to your Certificate of Insurance for the type of cover you have purchased.

What is covered
If we agree to pay your claim due to an Insured Event and property owned by a visitor at your insured address is lost or damaged as a result of the same Insured Event, we will pay up to $2,000 to repair or replace the visitor’s property.

We will only pay for the repair or replacement of the property if we would have covered the items had they belonged to you.

What is not covered
We will not pay for loss of or damage to cash, phone cards, gift vouchers or other negotiable instruments.

You are also not covered under this Additional Benefit for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Limit
The maximum amount payable for the repair or replacement of visitors’ property is up to $2,000 in any one claim.

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Optional Covers

Depending on the Home Insurance Package you have purchased, you may be eligible to add one or more of the following covers to your policy.

This following Optional Covers are available under the:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

If you have selected an optional cover and paid the additional premium it will be stated on your Certificate of Insurance.

Any event in respect of which a claim is made under Optional Covers must occur after the policy commenced and before it expired or was cancelled.
Accidental damage

This Optional Cover is available under the:

- Residential Home Package – Building Cover;
- Residential Home Package – Contents Cover;
- Investment Home Package – Building Cover.

If you have selected this optional cover and paid the additional premium it will be stated on your Certificate of Insurance.

What is covered
You are covered for loss or damage to your building and/or contents caused by an accident at your insured address.

What is not covered
The following items are not covered under this optional cover:

- clothing or accessories;
- trees, plants or shrubs;
- jewellery or watches; or
- any of the following items whilst in use:
  - bicycles;
  - firearms;
  - sporting equipment;
  - musical instruments; or
  - fishing equipment.

Some items can be insured against accidental loss or damage under Portable Contents Cover. Please refer to page 76 to 77 for details.

You are not covered for loss or damage that is caused by:

- firearms while in use; or
- domestic pet/s, animals or livestock kept at your insured address.

If the cause of the loss or damage falls under an Insured Event in the policy, the loss or damage will be assessed under that Insured Event.

Your building and/or contents are not covered under this Optional Cover for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Domestic Workers’ Compensation Cover

This Optional Cover is available under the Residential Home Package – Contents Cover when your insured address is in the Australian Capital Territory, Tasmania or Western Australia.

Domestic Workers’ Compensation Cover provides cover for injury to domestic or similar workers such as maids, gardeners or domestic cleaners.

If you have selected this optional cover and paid the additional premium it will be stated on your Certificate of Insurance.

What is covered
This cover applies to person/s who are domestic workers or deemed workers under the relevant Workers Compensation Legislation in the states of Tasmania and Western Australia or the Australian Capital Territory.

The amount payable is governed by the laws of each State or Territory, and the terms and conditions that apply to you are those contained in the respective legislation and the policy.

The risk will be insured by Allianz Australia Insurance Limited ABN 15 000 122 850 (Allianz), as the approved insurer under the relevant Workers Compensation Legislation in these jurisdictions, under the terms and conditions of an agreement we have with them as agent.

A copy of the full wording of the policy can be provided to you on request.

What is not covered
There is no cover for domestic workers who work for you in your own business, trade or profession.

The terms and conditions contained elsewhere in this policy do not apply to this part of the policy unless specified.

Limits
The relevant Workers’ Compensation Legislation for your state or territory will determine the amount Allianz will pay in the event of a claim.

How to make a claim
If you have selected Domestic Workers’ Compensation Cover and you wish to make a claim, please contact us in any of the ways listed on page 104.
Loss of rent extra

This Optional Cover is available under the:

- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

If you have selected this optional cover and paid the additional premium it will be stated on your Certificate of Insurance.

What is covered
You are covered for up to 16 weeks’ loss of rent, if your tenant has not paid any rent for at least 4 consecutive weeks; and

- you are taking or have taken all reasonable steps to evict your tenant; or
- you have evicted your tenant and have taken all reasonable steps to re-tenant your building.

You are also covered for the reasonable expenses you incur when:

- evicting or attempting to evict your tenant up to $1,500; and
- re-tenanting or attempting to re-tenant your building up to $500, for example, advertising costs.

Any amount we agree to pay will be reduced by the rental bond if this has not already been exhausted by other tenant liabilities.

What is not covered
This Optional Cover is not available if your insured address is used as a seasonal rental property.

You are not covered if:

- you do not intend to re-tenant your insured address; or
- your building is used as a seasonal rental property.

You are also not covered under this Optional Cover for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess
If we agree to pay a claim, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits
The maximum amount payable for:

- rent that has remained unpaid by your tenant is 16 times the weekly rent stated on your Certificate of Insurance;
- expenses to evict or attempting to evict your tenant is $1,500;
- expenses incurred to re-tenant or attempting to re-tenant your insured address is $500.
Malicious damage or theft by tenants

This Optional Cover is available under the:

- Investment Home Package – Building Cover;
- Investment Home Package – Contents Cover.

If you have selected this optional cover and paid the additional premium it will be stated on your Certificate of Insurance.

What is covered

Your building and/or contents are covered for loss or damage caused by a malicious act or theft if:

- you have reported it to the police; and
- it was committed by:
  - your tenant or a person who lives at your insured address; or
  - a person, who at the time of the loss or damage was at your insured address with the consent of a person who lives at your insured address.

You are also covered for loss of or damage to your building and/or contents caused by structural modifications to your building being carried out, without your consent, by:

- your tenant; or
- someone acting with the consent of your tenant.

What is not covered

You are not covered for any loss or damage arising from or as a result of:

- cleaning, redecorating, painting or wall papering if there is no physical damage to your building;
- poor housekeeping or neglect by your tenant or any other person who resides with them at your insured address;
- gradual damage that occurs throughout the entire tenancy period and not as a result of an Insured Event; or
- your building being used as a seasonal rental property.

Your building and/or contents are not covered under this Optional Cover for loss or damage as described in the General Exclusions listed on pages 78 to 81.

Excess

If we agree to pay a claim, the amount we pay will be reduced by the applicable excess, as described on page 82 and stated on your Certificate of Insurance.

Limits

Building, contents and general policy limits apply. Please refer to pages 10 to 15.
Portable Contents Cover

Your Certificate of Insurance states whether your portable contents are covered by this policy.

It is important that you understand what we insure as your portable contents. Please refer to the definition of portable contents on page 36 to 37.

If your contents are covered under the Residential Home package, you do not need to include the value of your portable contents in your contents sum insured.

What is covered
Portable Contents Cover protects you against:

- theft of; and/or
- the accidental loss of or damage to your portable contents items which are typically worn or carried away from the home.

Your portable contents are covered if they are stolen, lost or accidentally damaged while they are:

- at your insured address;
- in Australia or New Zealand; and
- anywhere else in the world for up to the first 30 days of travel per trip.

There are 2 types of cover you can select:

- Customised; and/or
- Packaged Cover.

Customised Cover
You can choose to insure your portable contents and nominate their individual sums insured. The sums insured should be the total current cost of replacing each item including GST.

If you have selected Customised Cover, the sums insured you have nominated for each item will be stated on your Certificate of Insurance. If we agree to pay a claim made by you in respect of your portable contents under Customised Cover, we will pay the costs of repairing or replacing the item/s up to the nominated sum insured.

Packaged Cover
You can choose to insure your portable contents for a maximum of up to $1,000 per item. If we agree to pay a claim made by you in respect of your portable contents under Packaged Cover, we will pay up to $1,000 to repair or replace any one item.

The most we will pay for any one claim is limited. You can choose one of the following maximum claim limits:

- $2,000;
- $3,000;
- $4,000;
- $5,000;
- $7,500.

If you have selected Packaged Cover, the maximum claim limit you have selected will be stated on your Certificate of Insurance.
What is not covered
You are not covered for any loss or damage caused directly or indirectly or in any way attributable to:

• a computer virus;
• an intentional act, or an act committed with reckless disregard of the consequences, by:
  – you;
  – your family member;
  – a person with your consent;
  – a person who lives at your insured address; or
  – a person with the consent of a person who lives at your insured address.

• wear and tear, deterioration, depreciation, light, atmospheric conditions, mould, mildew or rot;
• electrical or mechanical breakdown or failure;
• overwinding;
• the process of cleaning, restoration or alteration; or
• rats, mice and other vermin and insects including but not limited to cockroaches, termites, insects, flies, moths, lice or bedbugs.

Excess
If we agree to pay a claim, the amount we pay will be reduced by the Portable Contents Excess, as described on page 82 and stated on your Certificate of Insurance.
General Exclusions

The following general exclusions apply to all sections of this policy excluding:

- Domestic Workers’ Compensation Cover; and
- Portable Contents Cover.

Under this policy there is no cover provided for any loss, damage or liability caused directly or indirectly by or in any way connected with:

1. defects, structural or design faults, faulty workmanship or faulty design;
2. damage to your building or part of your building that at the time it was built, renovated or installed was not compliant with the relevant local government regulations, or the requirements of any other statutory authority;
3. your building whilst in the process of renovation, alteration, extension or structural improvement with a total commercial value of more than $25,000, unless you have told us in advance of these improvements and we have agreed to continue to insure your building and/or contents;
4. wear and tear and lack of maintenance, including rust, corrosion and deterioration (except in some instances relating to the Insured Events ‘Escape of liquid’ and ‘Legal liability’ claims);
5. water, including rainwater, after it has disappeared beneath the surface of the land at your insured address;
6. normal actions of the sea, ocean or other marine waters;
7. the gradual rising of the levels of the sea, oceanic waters or other marine waters due to any change in climate;
8. subsidence or landslide (except in the case of the Insured Events ‘Earthquake’ and ‘Explosion’ claims);
9. the vibration, settling, shrinking or expanding of earth or any building, foundation, wall, pavement or path (except in the case of the Insured Events ‘Lightning’ and ‘Earthquake’ claims);
10. erosion that occurs gradually;
11. tree lopping or felling at your insured address by:
   - you;
   - your family member;
   - a person with your consent;
   - a person who lives in your insured address; or
   - a person with the consent of a person who lives at your insured address.
12. the actions of trees, plants or their roots that occur slowly and gradually over time;
13. mould, toxic mould, mildew, wet or dry rot, rising damp or dampness;
14. the action of light;
15. birds or bats pecking, scratching, biting, soiling or nesting;
16. rats, mice and other vermin and insects including but not limited to cockroaches, termites, flies, moths, lice or bedbugs;
17. hydrostatic pressure;
18. the storage of flammable substances where the quantities stored exceed statutory limits or other required limitations by a statutory authority;
19. accidental scratching, chipping and/or denting (unless in the case of Accidental Damage where you have selected that Optional Cover);
20. any cleaning process using chemicals;
21. participation in illegal activities by you and/or a person who lives at your insured address. When you have selected Investment Home Package this exclusion will also apply to your tenants unless you have selected any of the Optional Covers listed below and they apply to the circumstance:
   • Loss of Rent Extra and/or
   • Malicious Damage or Theft by Tenants.
22. the consumption of alcohol or drugs, by:
   • you;
   • your family member;
   • a person with your consent;
   • a person who lives at your insured address; or
   • a person with the consent of a person who lives at your insured address.
23. an act intended to cause damage, or an act committed with reckless disregard of the consequences, by:
   • you;
   • your family member;
   • a person with your consent;
   • a person who lives at your insured address; or
   • a person with the consent of a person who lives at your insured address.

When you have selected the Investment Home Package this exclusion will also apply to your tenants unless you have selected any of the Optional Covers listed below and they apply to the circumstance:

24. lawful seizure, confiscation, requisition or damage to your building and/or contents;
25. nuclear activities and radioactivity, including the use, existence or escape of nuclear fuel, weapons, material or waste. This includes nuclear pollution and contamination;
26. biological or chemical contamination from any source;
27. war, whether it is declared or not, including invasion, acts of foreign enemies, civil war, hostilities, rebellion and revolution. You are also not covered for loss or damage caused by or attributable to actions taken to suppress, prevent or control these acts;
28. looting, sacking or pillaging following any type of war;
29. any act of terrorism. Terrorism means an act or threat designed to influence or intimidate a government or the public (including any group of the public) with the intention of advancing a political, religious, ideological or similar purpose;
30. firearms which are unlicensed, unregistered, or which are not stored in accordance with current regulations;
31. any claim made for an event occurring before the policy commences or after it has expired, lapsed or is cancelled; or
32. computer viruses, bombs, worms, trojans, malware, spyware or similar.

We will also not cover:
33. the costs of obtaining a matching finish to any materials used to repair, rebuild or replace your building and/or contents that are lost or damaged by an Insured Event in order to align them with the finish of any undamaged parts of your building and/or contents except as described in the Matching benefit on page 65;
34. any item that forms part of your building and/or contents if it has been mislaid and the cause of the loss is unknown;
35. gradual loss or damage of any kind;
36. consequential losses or loss of profit;
37. the demolition of your building or any part of it ordered by government or public or local authorities due to a failure to obtain the necessary permits in connection with your building or your insured address;
38. loss of/or damage to electronic equipment caused by user error or misuse;
39. re-recording, re-installing or replacing electronically stored data or files;
40. the removal of tree stumps or any part of a tree that has not fallen or caused damage to your building and/or contents;
General Exclusions

41. motor vehicles, caravans, trailers, aircraft or mechanically powered watercraft;

42. motorcycles, other than unregistered motorcycles with an engine capacity of 125cc or less;

43. motorised self-propelled vehicles (other than motorised wheelchairs, motorised golf carts or buggies, or lawn mowers);

44. pets, animals or livestock (unless covered under Domestic Pet Cover on page 62);

45. property which is not yours except as described on page 70 under Visitors' Property;

46. trade goods or stock kept for display, sale or distribution; or

47. home office equipment or furniture owned by an entity other than you.
An excess is the amount you must contribute when we agree to pay a claim.

The excess/es that apply to your policy are stated on your Certificate of Insurance.

Where an excess applies we will:

- deduct the excess from any settlement amount we pay directly to you (or your credit provider); or
- deduct the excess from any invoice we receive from a repairer, which will mean that you will be responsible for paying the amount of the excess directly to the repairer; or
- require you to pay the excess to us prior to the settlement of your claim.

Excess/es that may apply when you make a claim

All excess amounts that apply to your policy are stated on your Certificate of Insurance.

<table>
<thead>
<tr>
<th>Excess type</th>
<th>How the excess is applied</th>
</tr>
</thead>
</table>
| Basic excess                 | An amount chosen by you or imposed by us and stated on your Certificate of Insurance. The basic excess applies to all claims other than:
  - Portable Contents Cover;
  - Domestic Workers’ Compensation Cover; and
  - Legal liability Insured Event.
  Where you lodge a claim for loss of or damage to your building and contents caused by the same Insured Event only the highest excess will apply.                                                                                                                                                                                                                     |
| Portable Contents excess     | An amount stated on your Certificate of Insurance. This excess applies to all Portable Contents Cover claims.                                                                                                                                                                                                                                              |

For more information about excesses and the amounts, please refer to our Premium, Excess and Discount Guide which can be found on our website or contact us for a copy.
How to make a claim

What you must do

You must:

• contact us as soon as possible if you need to make a claim;
• take all reasonable steps to prevent any further loss or damage occurring to your building, contents and/or your portable contents;
• be truthful and frank with us at all times, otherwise we may refuse to pay your claim;
• cooperate and assist us with all of our enquiries, even if we have already paid your claim, otherwise we may refuse to pay your claim or require you to pay back any amounts we have already paid to you.

Your responsibilities include:

• allowing us or anyone appointed by us to:
  – take action against an offender;
  – interview you in respect of your claim; and
  – inspect your building, contents and/or your portable contents;
• providing us with all information and documents we request in order to:
  – assess your claim;
  – assist us with the:
    - recovery from another person of any amount we have paid you under this policy; and/or
  – defence of any claim made against you and in respect of which this policy requires us to indemnify you;
• forwarding all correspondence you receive from third parties in relation to your claim as soon as possible;
• agreeing that we may, in your name:
  – take legal action against another person to recover an amount we have paid to you;
  – defend any claim made against you and in respect of which this policy requires us to indemnify you; and
  – conduct any legal proceedings, actions and/or negotiations in connection with the above, including settling any actions, claims or proceedings; and
• attending court to give evidence if required and making yourself available to our lawyers we have appointed to represent you.

You must contact the police if your claim is due to:

• theft or attempted theft:
• malicious act including vandalism;
• sudden impact by a vehicle driven by someone other than your family member; or
• riot and public disturbances

You must keep a record of the incident number. We may require copies of the police report in order to process your claim.
What you must not do

You must not without our agreement:

• make any admissions to anyone about any incident covered by this policy; or
• settle or attempt to settle any claim that:
  – you may have against someone else that relates to an incident covered by this policy; or
  – someone else may have against you and in respect of which this policy requires us to indemnify you; or
• authorise any repairs or arrange for the replacement of any item of your building, contents and/or portable contents unless you are taking reasonable steps to prevent any further loss or damage.

If you do any of the above, we may refuse to pay your claim.

Proof of loss and ownership

You must provide us with all documents and information that we request in order to establish:

• that you have suffered loss of or damage to your building, contents and/or portable contents; that are the subject of your claim; and
• the details and value of your building, contents and/or portable contents that are the subject of your claim.

The types of documents and information that we may request include but are not limited to:

• receipts;
• warranty certificates;
• valuation certificates;
• instruction manuals;
• spare parts for the item;
• original packaging;
• tenancy agreements;
• credit card and/or bank statements; and
• photographs.

If you do not provide us with sufficient proof, we may refuse to pay all or part of your claim.
How we settle a claim

Building claims
If we agree to pay your claim, we will decide whether to:

• repair or rebuild the lost or damaged part of your building;
• replace your building;
• provide you with a store credit or voucher for the amount we determine to be the reasonable cost of repairing or rebuilding the lost or damaged part of your building up to the sum insured stated on your Certificate of Insurance; or
• pay you the amount we determine to be the reasonable cost of repairing or rebuilding the lost or damaged part of your building up to the sum insured stated on your Certificate of Insurance.

If your building is mortgaged or otherwise subject to finance, we may, at our discretion, pay all or part of your claim to your credit provider.

If we determine your building to be in poor condition at the time of the claim, we will determine a reasonable allowance to be deducted from the claim settlement, based on the condition of your building or that part of your building that is in poor condition.

If you are underinsured, we will pay up to a further 25% on top of the sum insured stated on your Certificate of Insurance towards the cost of repairing, rebuilding or replacing your building. This is called Gap Cover. Please refer to page 86 and 87 for further information on Gap Cover and how it works.

The amount we will pay will be reduced by any applicable excess and/or outstanding premium. If you have selected cover for both your building and contents and we agree to pay your claim for an Insured Event that causes damage to both, you will only need to pay one excess. Where the excess amount is different, only the higher excess will apply.

Where applicable, we will also pay the cost of the following Additional Benefits on top of your sum/s insured:

• alternative accommodation costs;
• domestic pet cover;
• loss of rent; and
• mortgage discharge.

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

Contents claims
If we agree to pay your claim, we will decide whether to:

• repair the damaged contents;
• replace the lost or damaged contents;
• issue a prepaid card*; or
• pay you the amount we determine to be the reasonable cost of repairing or replacing the lost or damaged contents up to the sum insured stated on your Certificate of Insurance.

*Prepaid cards are provided as an option to policyholders in claim circumstances where the provision of the prepaid card is convenient and mutually agreed between CommInsure and the relevant policyholder. Under CommInsurer's prepaid card process the policyholder must be consulted to confirm their preference/decision to receive a prepaid card. Where the policyholder is concerned or expresses another preference, an alternative settlement method (most commonly replacement of the relevant goods or a cash settlement) may be used.
If your contents are mortgaged or otherwise subject to finance, we may, at our discretion, pay all or any part of your claim to your credit provider.

If you are underinsured, we will pay up to a further 25% on top of the sum insured stated on your Certificate of Insurance towards the cost of repairing, rebuilding or replacing your contents. This is called Gap Cover. Please refer to page 86 and 87 for further information on Gap Cover and how it works.

The amount we will pay will be reduced by any applicable excess and/or outstanding premium. If you have selected cover for both your building and contents and we agree to pay your claim for an Insured Event that causes damage to both, you will only need to pay one excess. Where the excess amount is different, the higher excess will apply.

We will also pay the cost of the following Additional Benefits on top of your sum insured:

- alternative accommodation costs;
- domestic pet cover;
- loss of rent;
- storage fees;
- visitors’ property; and
- mortgage discharge.

If we decide to replace the lost or damaged contents, or pay you the amount we determine to be the reasonable cost of replacing the lost or damaged contents, we will do so on a new for old basis.

This however, does not apply to contents that we determine:

- to have been in poor condition.
  In which case, we will only pay you the reasonable Australian market value of the contents immediately before they were lost or damaged; or
- are unique or irreplaceable. In which case, we will pay you the reasonable Australian market value as determined by independent valuation.

In the event of a claim for your contents items being part/s of a pair, set or collection, we will only pay the lesser amount of a:

- reasonable proportion of the sum insured for that item; or
- the value of that part of the pair, set or collection.

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.

**Gap Cover**

Gap Cover applies to your building and/or contents.

If we agree to pay your claim and the costs for repairing, replacing or rebuilding your building and/or contents exceed the sum/s insured stated on your...
How we settle a claim

**Certificate of Insurance**, we will pay these actual costs up to a further 25% of your sum/s insured.

Gap Cover does not apply to:

- Portable Contents Cover;
- Domestic Workers’ Compensation Cover;
- Items with a maximum claim limit; and
- Legal liability Insured Event.

**Portable Contents claims**

If we agree to pay your claim, we will decide whether to:

- repair the damaged **portable contents**;
- replace the lost or damaged **portable contents**;
- provide you with a store credit or voucher for the amount we determine to be the reasonable cost of repairing or replacing the lost or damaged **portable contents** up to the sum insured/maximum claim limit stated on your **Certificate of Insurance**; or
- pay you the amount we determine to be the reasonable cost of repairing or replacing the lost or damaged **portable contents** up to the sum insured/maximum claim limit stated on your **Certificate of Insurance**.

The amount we will pay will be reduced by any applicable **excess** and/or outstanding premium.

If discount arrangements we have in place with suppliers result in us replacing your **portable contents** for less than the sum/s insured or their retail value, we will not refund any premium or pay the difference.
What happens to your policy after a total loss?

Building and Contents claims
Where we decide that either your building and/or contents are a total loss, then the relevant cover (including any Optional Covers selected with this cover) will come to an end on the day we pay the total sum insured with no refund for that component of the premium.

If we settle a claim in any other way, the cover provided by this policy will continue to operate as stated on your Certificate of Insurance.

Portable Contents claims
If we pay the total sum insured for your Customised Portable Contents, this cover will come to an end on the day we pay the total sum insured with no refund of premium.

If we pay the sum insured for a Customised Portable Contents item, cover for the item will come to an end on the day we pay the sum insured for the item with no refund of premium.

If we settle a claim in any other way, the cover provided by this policy will continue to operate as stated on your Certificate of Insurance.

Payment of unpaid premium following a total loss claim
If we agree to pay your claim and pay you the total sum insured for your building, contents and/or Portable Contents:

- the amount of any unpaid premium for the Period of Insurance will be deducted from the amount payable to you;
- or if we replace or rebuild your building and/or contents, you must pay us the balance of any unpaid premium or instalments for the Period of Insurance.

Legal liability Insured Event
We will pay up to a total of $20 million for all legal liability claims that arise out of the same accident or series of accidents with the same underlying cause.

In addition to this amount, we will also pay up to $500,000 for the reasonable legal costs and expenses of our lawyers acting on your behalf in relation to a legal liability claim.

For a full explanation of legal liability please refer to pages 47 to 49.

Domestic Workers’ Compensation Cover
The Workers’ Compensation Legislation in your State or Territory will determine how much will be paid by Allianz. Please refer to page 73 for further information on Domestic Workers’ Compensation Cover.
Rights of third parties
A person who is not named on your Certificate of Insurance may be specified or referred to in this policy as a person to whom the cover extends.

Depending on the circumstances, these third parties may include:

- visitors to your insured address;
- domestic workers who are working at your insured address; and
- credit providers.

Third parties that are specified or referred to in this policy have a right to recover the amount of their loss in accordance with this policy.

These third parties:

- have, in relation to a claim made by them, the same obligations to us as if they were a party to this policy; and
- may discharge your obligations in relation to the loss.

These third parties, however, have no better rights under this policy than you do. In other words, if a third party makes a claim that we would be entitled to refuse if it was made by you (including fraud committed by you), then we are entitled to refuse to pay the claim made by the third party, regardless of the conduct of the third party (including whether or not the third party has committed any fraud).

Further, an act, statement or omission by you will be taken as an act, statement or omission by all people covered by this policy, including third parties.
Examples of how we may settle a claim

The following are examples 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.

<table>
<thead>
<tr>
<th>Claim details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>sum insured (nominated by you)</td>
</tr>
<tr>
<td></td>
<td>Residential Home Package – Building Cover monthly premiums paid to date</td>
</tr>
<tr>
<td>Basic</td>
<td>excess</td>
</tr>
<tr>
<td>Repair costs</td>
<td></td>
</tr>
</tbody>
</table>

**Settlement Calculation**

| Amount we pay the builder | $4,700 |
| We require you to pay the builder the basic excess | $300 |
Examples of how we may settle a claim

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. It takes 6 months for *your building* to be rebuilt.

<table>
<thead>
<tr>
<th>Claim details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Building</em> sum insured (nominated by <em>you</em>)</td>
<td>$400,000</td>
</tr>
<tr>
<td>Residential Home Package – Building Cover annual premium paid in full</td>
<td>Yes</td>
</tr>
<tr>
<td>Basic <em>excess</em></td>
<td>$500</td>
</tr>
<tr>
<td><em>We</em> determine the <em>building</em> is a <em>total loss</em></td>
<td>Yes</td>
</tr>
<tr>
<td><em>We</em> confirm the cost to rebuild is</td>
<td>$350,000</td>
</tr>
</tbody>
</table>

**Settlement Calculation**

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>You</em> choose to pay us the basic <em>excess</em></td>
<td>$500</td>
</tr>
<tr>
<td><em>We</em> arrange to rebuild <em>your building</em> and pay the builder</td>
<td>$350,000</td>
</tr>
<tr>
<td><em>We</em> pay <em>you</em> alternative accommodation costs</td>
<td>$7,800</td>
</tr>
</tbody>
</table>

Alternative accommodation costs are included in settlement as it took 6 months (26 weeks) to rebuild. In this example, *we* agree that *your* reasonable alternative accommodation costs are $300 per week

$300 x 26 weeks = $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.

<table>
<thead>
<tr>
<th>Claim details building</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong> sum insured (nominated by <em>you</em>)</td>
<td>$500,000</td>
</tr>
<tr>
<td>Residential Home Package – Building and Contents Cover annual premium paid in full</td>
<td>Yes</td>
</tr>
<tr>
<td>Basic <strong>excess</strong></td>
<td>$300</td>
</tr>
<tr>
<td><strong>We</strong> determine the <strong>building</strong> is a <strong>total loss</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>We</strong> confirm the cost to rebuild (including demolition and debris removal) is</td>
<td>$700,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Building Settlement Calculation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sum Insured</td>
<td>$500,000</td>
</tr>
<tr>
<td>Since <strong>building</strong> is underinsured, Gap Cover (maximum of 25% of sum insured) applies.</td>
<td>$125,000</td>
</tr>
<tr>
<td><strong>We</strong> pay <em>your</em> credit provider</td>
<td>$300,000</td>
</tr>
<tr>
<td>Less <strong>building excess</strong></td>
<td>$300</td>
</tr>
<tr>
<td><strong>We</strong> pay <em>you</em> (balance of sum insured plus Gap Cover less <strong>excess</strong>)</td>
<td>$324,700</td>
</tr>
<tr>
<td><strong>We</strong> also pay <em>you</em> alternative accommodation costs</td>
<td>$13,000</td>
</tr>
</tbody>
</table>

Continued Overleaf
Examples of how we may settle a claim

<table>
<thead>
<tr>
<th>Claim details contents</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents sum insured (nominated by you)</td>
<td>$60,000</td>
</tr>
<tr>
<td>We confirm the cost to replace your contents</td>
<td>$60,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contents Settlement Calculation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost to replace your contents items</td>
<td>$60,000</td>
</tr>
<tr>
<td>Less contents excess $100</td>
<td>Does not apply</td>
</tr>
<tr>
<td>We pay you</td>
<td>$60,000</td>
</tr>
</tbody>
</table>

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 x 26 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.

<table>
<thead>
<tr>
<th>Claim details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contents</strong> sum insured (nominated by <em>you</em>)</td>
<td>$64,000</td>
</tr>
<tr>
<td>Residential Home Package – Contents Cover annual premium paid in full</td>
<td>Yes</td>
</tr>
<tr>
<td>Basic <em>excess</em></td>
<td>$500</td>
</tr>
<tr>
<td>The cost to replace the television, laptop and camera through <em>our</em> supplier</td>
<td>$3,100</td>
</tr>
<tr>
<td>The cost to replace the jewellery items through <em>our</em> supplier</td>
<td>$20,000</td>
</tr>
</tbody>
</table>

**Settlement Calculation**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>We pay <em>our</em> supplier to replace <em>your</em> electrical items.</td>
</tr>
<tr>
<td>• Television $1,500</td>
</tr>
<tr>
<td>• Laptop $1,250</td>
</tr>
<tr>
<td>• Camera $350</td>
</tr>
<tr>
<td>Total replacement costs $3,100. <em>(We pay this amount less the basic <em>excess</em> which <em>you</em> are required to contribute towards <em>your</em> claim)</em></td>
</tr>
<tr>
<td>We require <em>you</em> to pay the basic <em>excess</em> to <em>our</em> supplier</td>
</tr>
<tr>
<td>We pay <em>our</em> 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)</td>
</tr>
<tr>
<td>Total amount payable by <em>us</em></td>
</tr>
</tbody>
</table>

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.
### 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.

<table>
<thead>
<tr>
<th>Claim details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sum insured for the ring</td>
<td>$5,000</td>
</tr>
<tr>
<td>Premium paid monthly with $200 outstanding (remaining monthly instalments)</td>
<td>$200</td>
</tr>
<tr>
<td><strong>Portable Contents excess</strong></td>
<td>$100</td>
</tr>
</tbody>
</table>

#### Settlement Calculation

<table>
<thead>
<tr>
<th>Settlement Calculation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sum Insured</td>
<td>$5,000</td>
</tr>
<tr>
<td>Less outstanding premium</td>
<td>$200</td>
</tr>
<tr>
<td>Less <strong>Portable Contents excess</strong></td>
<td>$100</td>
</tr>
<tr>
<td>Total amount payable by us</td>
<td>$4,700</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Claim details</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal liability sum insured</td>
<td>$20,000,000</td>
</tr>
<tr>
<td><em>Excess</em></td>
<td>Does not apply</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Settlement Calculation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>We</em> pay visitors’ claim</td>
<td>$50,000</td>
</tr>
<tr>
<td><em>We</em> pay the legal fees incurred</td>
<td>$2,000</td>
</tr>
<tr>
<td>Total amount payable by <em>us</em></td>
<td>$52,000</td>
</tr>
</tbody>
</table>
Do you have a complaint?

Often, problems can be resolved quickly and simply by talking to us. Please contact us to discuss your concerns by any of the ways listed on page 104.

If we are unable to satisfy your complaint, our internal procedures will ensure that your complaint is referred to an appropriate person and receives prompt attention.

If you still remain dissatisfied, we have our own internal dispute resolution process. You can access it either by calling the Customer Relations number on 1800 805 605, or by writing to:

Customer Relations Department
Commonwealth Bank Group
GPO Box 41
Sydney NSW 2001

Customer Relations has the authority to act independently in dealing with your problem and to respond to your request for resolution.

When you make a complaint we will:
• acknowledge your complaint and make sure we understand the issues;
• do everything we can to fix the problem;
• keep you informed of our progress;
• keep a record of your complaint;
• give you the name and contact details of a person who works for us, together with a reference number, so that you can follow us up if you want to; and
• provide you with a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will:
• inform you of the reasons for the delay; and
• advise you of your right to complain to the Australian Financial Complaints Authority (AFCA), and provide you with their contact details.

External dispute resolution
If you are not happy with the response we provide after you have dealt with our Customer Relations Department, you may refer your complaint to AFCA. AFCA offers a free, independent dispute resolution service for the Australian banking, insurance and investment industries.

You can contact AFCA by calling 1800 931 678.

You can also:
• Write to:
  Australian Financial Complaints Authority,
  GPO Box 3, Melbourne VIC 3001; or
• Email:
  info@afca.org.au; or
• Visit the website:
  www.afca.org.au
Privacy of your personal information

Privacy – How we handle your personal information

Your privacy is important to us

We know that how we collect, use, exchange and protect your information is important to you, and we value your trust. That’s why protecting your information and being clear about what we do with it is a vital part of our relationship with you.

As a member of the Commonwealth Bank Group (the ‘Group’), Commonwealth Insurance Limited ABN 96 067 524 216 AFSL 235030 (“CommInsure”) adheres to the Group’s Privacy Policy which can be found at www.commbank.com.au/privacy or requested at any Commonwealth Bank branch. We are bound by the Privacy Act and the Australian Privacy Principles, upon which the Group’s Privacy Policy is based.

What information we collect

The information we collect will vary according to the product or service you request or use. It includes personal information such as name, age, gender, contact details as well as your financial information. For example, as you are purchasing an insurance policy the type of information we may collect includes your full name, date of birth, mailing address, information about the risk you wish to insure and relevant risk or insurance history. We may also collect from you similar information about others who may be covered under the insurance policy.

When you are making a claim, information we will collect includes information about the circumstances of your claim and this may include sensitive information if relevant to your claim. We may also collect sensitive information at application or renewal. When we need to obtain this sensitive information, we will ask for your consent, except where otherwise permitted by law.

You must provide us with accurate and complete information. If you do not, you may not meet your responsibilities and we may not be able to provide you with our products and services.

How we collect information

We collect information about you and your interactions with us, for example, when you request or use our products or services, phone us or visit us online.

We collect information about you from others, such as service providers, agents, advisers, brokers, employers or family members. We may collect information about you that is publically available, for example, from public registers or social media, or made available by third parties.

We collect and verify customer information in different ways and we will advise you of the most acceptable ways to do this.

When we interact with you, we are obliged to identify you. We do this by collecting and verifying information about you. The collection and verification of information helps to protect against identity theft, money-laundering and other illegal activities.
We may also collect and verify information about persons who act on your behalf, such as a co-insured or another person you authorise to deal with us in relation to your policy or insurance claim.

How we use your personal information
We collect, use and exchange your personal information so that we can:

- establish your identity and assess applications for products and services;
- price and design our products and services;
- administer our products and services;
- manage our relationship with you;
- contact you, for example if we need to tell you something important;
- conduct and improve our businesses and improve the customer experience;
- verify information you have given us is accurate;
- manage our risks, for example to identify and investigate illegal activity, such as identity theft or fraud;
- comply with our legal obligations and assist government and law enforcement agencies and regulators;
- identify and tell you about other products and services that may be of interest to you.

We may also collect, use and exchange your information in other ways where we are permitted by law.

If you have provided your email or mobile phone details we may contact you by email or SMS.

Direct marketing
If you don’t want to receive direct marketing from us, you can tell us by calling us on 13 24 23 or by emailing us at generalinsuranceprivacy@cba.com.au.

Gathering and combining data to get insights
Improvements in technology enable organisations, like us, to collect and use information to get a more integrated view of customers and provide better products and services.

The Group may combine customer information it has with information available from a wide variety of external sources (for example, census or Australian Bureau of Statistics data). Group members are able to analyse the data in order to gain useful insights which can be used for any of the purposes described in ‘How we use your personal information’.

In addition, Group members may provide data insights or related reports to others, for example to help them understand their customers better. These are based on aggregated information and do not contain any information that identifies you.
Who do we exchange your information with?

*We* exchange *your* personal information with other members of the Group so that the Group may adopt an integrated approach to its customers. *We* and other Group members may use this information for any of the purposes mentioned under ‘How we use your personal information’.

*We* may exchange information with third parties where this is permitted by law or for any of the purposes mentioned under ‘How we use your personal information’. These third parties may include:

- service providers, for example builders or repairers, restorers, suppliers of goods or services related to an insurance claim such as assessors, investigators or insurance reference agencies;
- providers of certain outsourced functions, for example direct marketing, document production facilities, debt recovery and information technology support service providers;
- brokers or agents who refer *your* business to *us*;
- anyone named on *your* policy such as other policyholders or third parties entitled to cover or benefits under *your* policy, including mortgagees or financiers;
- any person acting on *your* behalf, including *your* financial advisor, solicitor, accountant, executor, administrator, trustee, guardian, attorney or any person *you* nominate as authorised to act on *your* behalf with respect to *your* insurance arrangements;
- medical practitioners (where health information is relevant to an interaction with *us*, for example an insurance claim relating to personal injury);
- auditors;
- reinsurers and reinsurance brokers;
- government or law enforcement agencies or regulators;
- entities established to help identify illegal activities and prevent fraud.

In all circumstances where *our* service providers receive or become aware of personal information, confidentiality arrangements apply.

### Sending information overseas

From time to time *we* may send personal information to Group members and service providers or other third parties such as reinsurers who operate or hold data outside of Australia.

Where *we* send information overseas, *we* make sure that appropriate data handling and security arrangements are in place. Australian law may not apply to some of these entities.

*We* may also send information overseas to complete a particular transaction or where this is required by the laws and regulations of Australia or another country.

For more information about which countries outside of Australia *we* may send personal information to, please refer to [www.commbank.com.au/privacy](http://www.commbank.com.au/privacy).
Privacy of your personal information

To access or view your personal information

You can (subject to permitted exceptions) request access to your personal information by contacting us by using the contacts listed below. We may charge you for providing access.

Telephone: 13 24 23

Email: generalinsuranceprivacy@cba.com.au

For more information about our privacy and information handling practices, please refer to the Group Privacy Policy.

Making a privacy complaint

We accept that sometimes we can get things wrong. If you have a concern about your privacy you have the right to make a complaint and we’ll do everything we can to put matters right.

We’ll review your situation and try to resolve it straight away. If you’ve raised the matter already and it hasn’t been resolved to your satisfaction, please contact:

Customer Relations
Commonwealth Bank Group
Reply Paid 41
Sydney NSW 2001
Telephone 1800 805 605
Facsimile 1800 028 542

For further information on how to make a privacy complaint and how we deal with your complaint please refer to the Group’s Privacy Policy.
This product is a protected product under the Financial Claims Scheme (FCS). The FCS protects certain individuals in the event of an insurer becoming insolvent. In the unlikely event of Commonwealth Insurance Limited becoming insolvent you may be entitled to access the FCS, provided you satisfy the eligibility criteria. More information about the FCS and eligibility criteria is available by visiting http://www.fcs.gov.au.
The General Insurance Code of Practice has been designed to raise the customer service standards in the Australian insurance industry and protects the rights of policyholders. Developed in concert with consumers, business and the insurance industry, the Code is the General Insurance industry’s promise to be open, fair and honest in the way it deals with all its customers.

Whether you are taking out insurance, making a claim or have a complaint, the Code of Practice lets you know the standards of customer service you can expect from the insurance industry.

The General Insurance Code of Practice specifically addresses the following areas:

- Buying Insurance;
- Service and claims standards;
- Financial hardship;
- Responding to catastrophes;
- Complaints handling;
- Access to information.

CommInsure is proud to be a signatory to the Code.

To read the General Insurance Code of Practice or obtain additional information, visit codeofpractice.com.au
If you have any questions or would like further information about ComInsure Home Insurance, you can contact us by:

- visiting any branch of the Commonwealth Bank;
- calling our Customer Service Centre and/or Claims Department on 13 24 23;
- emailing us at: contactus@comminsure.com.au; or
- writing to us at:
  PO Box 315,
  Silverwater, NSW 2128.

You can also visit our website at www.commbank.com.au/insurance
Call us now on 13 24 23
commbank.com.au/insurance
KEY FACTS ABOUT THIS HOME BUILDING POLICY

CommlSure Home Insurance
Prepared on 30/09/2014

THIS IS NOT AN INSURANCE CONTRACT

STEP 1 Understanding the Facts Sheet

This Key Facts Sheet sets out some of the events covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the Product Disclosure Statement (PDS) and all policy documentation for more details.

STEP 2 Check the maximum level of cover and the events covered

Under this policy the maximum amount payable is the building sum insured you have nominated. We will pay no more than the sum insured unless we have stated differently under any of the Insured Events, Additional Benefits, Optional Covers or Gap Cover as set out in the PDS.

<table>
<thead>
<tr>
<th>Event /Cover</th>
<th>Yes/ No/ Optional</th>
<th>Some examples of specific conditions, exclusions or limits that apply to events/cover (see PDS and other policy documentation for details of others)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and Explosion</td>
<td>Yes</td>
<td><strong>Fire</strong> - Not covered for fire started with the intention of causing damage by you or a person who lives at your address.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Explosion</strong> - You are covered up to the sum insured for explosion however, the most we will pay to repair or replace the item that exploded if it forms part of your building is up to $1,000.</td>
</tr>
<tr>
<td>Flood</td>
<td>Yes</td>
<td>Not covered for loss or damage to retaining walls.</td>
</tr>
<tr>
<td>Storm</td>
<td>Yes</td>
<td>Not covered for loss or damage by wind, rain, hail or snow which entered your normally enclosed building through an opening not created by the storm.</td>
</tr>
<tr>
<td>Accidental breakage</td>
<td>Yes</td>
<td><strong>Accidental Glass Breakage</strong> - Not covered for any loss or damage if the breakage is not through the entire thickness of the item.</td>
</tr>
<tr>
<td>Earthquake</td>
<td>Yes</td>
<td>Not covered for any loss or damage caused by Tsunami which occurs more than 72 hours after an earthquake.</td>
</tr>
<tr>
<td>Lightning</td>
<td>Yes</td>
<td>Not covered for replacing electronically stored data or files.</td>
</tr>
<tr>
<td>Theft and Burglary</td>
<td>Yes</td>
<td><strong>Theft or Attempted Theft</strong> – Not covered for any loss or damage caused by you or a person who lives at your insured address.</td>
</tr>
<tr>
<td>Actions of the sea</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Malicious damage</td>
<td>Yes</td>
<td>Not covered for any loss or damage caused by you or a person who lives at your insured address.</td>
</tr>
<tr>
<td>Impacts</td>
<td>Yes</td>
<td><strong>Sudden Impact</strong> - Not covered for damage to driveways caused by the weight of a vehicle, watercraft, trailer, caravan or aircraft.</td>
</tr>
<tr>
<td>Escape of liquid</td>
<td>Yes</td>
<td>Not covered for loss or damage resulting from a faulty shower base.</td>
</tr>
<tr>
<td>Removal of Debris</td>
<td>Yes</td>
<td><strong>Demolition and Debris Removal Costs</strong> - Not covered for any costs that are not directly related to the damaged part of your building.</td>
</tr>
<tr>
<td>Alternative accommodation</td>
<td>Yes</td>
<td>This cover is available under the Residential Home Package only. You are covered if you own the insured address property and have building insurance for the amount we determine is reasonable and appropriate in your particular circumstances, up to a maximum of 52 weeks.</td>
</tr>
</tbody>
</table>

*The Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.
STEP 3  Other things to consider

Limits
This policy has restrictions that limit your cover for certain events and items, for example under the event ‘Explosion’ we will pay up to $1,000 in total for the item that exploded if it forms part of your building. To find out about these limits you need to read the PDS and other relevant policy documentation.

Excesses
If you make a claim the excess is the amount you may have to pay for each incident. A number of different excesses may apply in respect to this policy, for example:

Cover:
• Residential Home Package - A basic excess applies. This is an amount chosen by you or imposed by us and will be stated on your Certificate of Insurance.
• Optional Cover ‘Portable Contents’ – A fixed $100 excess applies.

If you have purchased both building and contents cover, where you lodge a claim for loss of or damage to your building and contents caused by the same Insured Event, only the highest excess will apply.

You may be able to increase these excesses to lower your premium. For more details, please read the PDS and other documentation.

Legal Liability
This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to $20,000,000. You should read the PDS carefully to determine the extent of this cover.

Cooling off period
If you decide you don’t want this policy within 21 days of it being issued and you haven’t made a claim, you can cancel it and receive a refund.

Maximum level of cover offered by insurers
Insurers offer different maximum levels of cover in the event of the loss or destruction of the home including where:
• You set the maximum level of cover and your payout is limited to that amount* (Sum Insured)
• You set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (Sum insured plus safety net)
• The insurer will cover all the reasonable costs to rebuild your home (Total replacement)
*The insurer may provide some cover above this amount.

You should consider which type of cover is best for you.

Failure to adequately insure your home may result in underinsurance.

Warning: This Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover.

STEP 4  Seek more information

If you want more information on this policy contact us on 13 24 23
For more information on choosing insurance and to better understand insurance visit the Australian Government website: www.moneysmart.gov.au

The policy this KFS relates to is:
• Distributed by Commonwealth Bank of Australia/Commonwealth Insurance Limited
• Underwritten by Commonwealth Insurance Limited
KEY FACTS ABOUT THIS HOME CONTENTS POLICY

CommInsure Home Insurance
Prepared on 17/08/2015

THIS IS NOT AN INSURANCE CONTRACT

STEP 1  Understanding the Facts Sheet

This Key Facts Sheet sets out some of the risks covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the Product Disclosure Statement (PDS) and all policy documentation for more details.

STEP 2  Check the maximum level of cover and the events covered

Under this policy the maximum amount payable is the contents sum/s insured you have nominated. We will pay no more than the sum/s insured unless we have stated differently under any of the Insured Events, Additional Benefits, Optional Covers or Gap Cover as set out in the PDS.

<table>
<thead>
<tr>
<th>Event/Cover</th>
<th>Yes/ No/ Optional</th>
<th>Some examples of specific conditions, exclusions or limits that apply to events/covers (see PDS and other policy documentation for details of others)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and Explosion</td>
<td>Yes</td>
<td>Fire - Not covered for fire started with the intention of causing damage by you.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explosion - You are covered up to the sum insured for explosion however, the most we will pay to repair or replace the item that exploded if it forms part of your contents, is up to $1,000.</td>
</tr>
<tr>
<td>Flood</td>
<td>Yes</td>
<td>Not covered for loss or damage to pool and spa liners or covers.</td>
</tr>
<tr>
<td>Storm</td>
<td>Yes</td>
<td>Not covered for loss or damage by wind, rain, hail or snow which entered the building through an opening not created by the storm.</td>
</tr>
<tr>
<td>Accidental breakage</td>
<td>Yes</td>
<td>Accidental Glass Breakage: Not covered for any loss or damage if the breakage is not through the entire thickness of the item.</td>
</tr>
<tr>
<td>Earthquake</td>
<td>Yes</td>
<td>Not covered for any loss or damage caused by Tsunami which occurs more than 72 hours after an earthquake.</td>
</tr>
<tr>
<td>Lightning</td>
<td>Yes</td>
<td>Not covered for replacing electronically stored data or files.</td>
</tr>
<tr>
<td>Theft and Burglary</td>
<td>Yes</td>
<td>Theft or Attempted Theft - Not covered for any loss or damage caused by you or a person who lives at your insured address.</td>
</tr>
<tr>
<td>Actions of the sea</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Malicious damage</td>
<td>Yes</td>
<td>Not covered for any loss or damage caused by you or a person who lives at your insured address.</td>
</tr>
<tr>
<td>Impacts</td>
<td>Yes</td>
<td>Sudden Impact - Not covered for the cost of removing any fallen items or objects where no claimable damage had occurred.</td>
</tr>
<tr>
<td>Escape of liquid</td>
<td>Yes</td>
<td>Not covered for loss or damage resulting from a faulty shower base.</td>
</tr>
<tr>
<td>Cover for valuables, collections and items away from the insured address</td>
<td>Optional</td>
<td>Not covered for any loss or damage to gold or silver bullion.</td>
</tr>
<tr>
<td>High value items and collections</td>
<td>Optional</td>
<td>Not covered for any loss or damage to gold or silver bullion.</td>
</tr>
<tr>
<td>Items away from insured address</td>
<td>Optional</td>
<td>Not covered for any loss or damage to electronically stored data.</td>
</tr>
</tbody>
</table>

*The Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.
STEP 3  Other things to consider

Limits
This policy has restrictions that limit your cover for certain events and items, for example the maximum amount payable for jewellery and watches is up to 25% of the contents sum insured in total.

To find out about these limits you need to read the PDS and other relevant policy documentation.

Excesses
If you make a claim the excess is the amount you may have to pay for each incident. A number of different excesses may apply in respect to this policy, for example:

Cover:
• Residential Home Package – A basic excess applies. This is an amount chosen by you or imposed by us and will be stated on your Certificate of Insurance.
• Optional Cover ‘Portable Contents’ – A fixed $100 excess applies.

If you have purchased both building and contents cover, where you lodge a claim for loss of or damage to your building and contents caused by the same Insured Event, only the highest excess will apply.

You may be able to increase these excesses to lower your premium. For more details, please read the PDS and other documentation.

Legal Liability
This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to $20,000,000.

You should read the PDS carefully to determine the extent of this cover.

Cooling off period
If you decide you don’t want this policy within 21 days of it being issued and you haven’t made a claim, you can cancel it and receive a refund.

Maximum level of cover offered by insurers
Insurers offer different maximum levels of cover in the event of the loss or destruction of your contents including where:

• You set the maximum level of cover and your payout is limited to that amount* (Sum Insured)
• You set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (Sum insured plus safety net)

*The insurer may provide some cover above this amount.

When working out how much cover you need for your contents, ensure that you value your possessions correctly. To do this you could start by listing all your contents and working out how much it would cost to replace them.

A failure to adequately insure your contents for their replacement value may result in underinsurance.

Warning: This Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover.

STEP 4  Seek more information

If you want more information on this policy contact us on 13 24 23
For more information on choosing insurance and to better understand insurance visit the Australian Government website: www.moneysmart.gov.au

The policy this KFS relates to is:
• Distributed by Commonwealth Bank of Australia AFSL 234945 /Commonwealth Insurance Limited AFSL 235030
• Underwritten by Commonwealth Insurance Limited AFSL 235030