



Product disclosure statement
& policy wording

Strata Home Contents

Made possible by



**“We’re
committed to
protecting
what’s
important to
you.”**

How to use this booklet

**1.
Read it carefully**

**2.
Call us on
133 723
if you have any
questions**

**3.
Keep it and your
documentation
in a safe place**

Our commitment

In an uncertain world, it's good to know there's someone committed to protecting you. In this booklet you'll find our commitment described in detail. By taking the time to read these pages you'll know exactly what you're covered for, what you can expect from us and what we expect of you.

You'll also learn what to do if you need to make a claim, so we promise it'll be time well spent.

About this booklet

There are two parts to this booklet. The first part is Important Information about this Policy including information about how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Because we don't know your own personal circumstances, you should treat any advice in this booklet as purely general in nature. It doesn't consider your objectives, financial situation or needs. You should carefully consider the information provided with regard to your personal circumstances to decide if it's right for you.

This booklet is also a Product Disclosure Statement (PDS). Other documents you receive may comprise the PDS. You'll know when this happens because it'll say so in the document

We may need to update information in this PDS. If we need to do this, we'll either send you a new PDS or a supplementary PDS. You can also get a copy of these simply by calling us.

For more information or to make a claim

Please take the time to read through this booklet. Call us on 133 723 if you need more information, would like to confirm a transaction or to make a claim.

The 'Claims' section at the end of this booklet sets out the full details of what you need to do in the event of a claim.

About QBE Australia

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers in the world.

**Need to make
a claim?
Call us on
133 723**

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**“Read about
what we need
from you and
what you can
expect from
us.”**

Important Information

The important information in this section includes:

- 'The cost of your Policy'
- Your 'Cooling-off period'
- 'Privacy' and how we handle your personal information, and
- Our process for 'Resolving complaints & disputes'.

The cost of your Policy

Premium is what you pay us for this Policy and it's made up of the amount we've calculated for the risk and any taxes and government charges.

When calculating your premium we take a number of factors into account, including:

- Your sum insured
- The address where your home unit is
- Where your contents are (if you insured them with us)
- Your insurance and claims history, including any claim experience bonus you may be entitled to
- Security features of your home unit
- The construction and age of your home unit
- Optional benefits selected by you
- Excesses
- Whether you choose to pay your premium annually or by instalments

How to reduce your premium

Discount	How to get it
Choose a higher excess	Choose to pay a higher excess.
Pay your premium up front	Pay your annual premium up front rather than in instalments.
Claims experience bonus	<p>Have a good claims history at the insured address.</p> <p>If you're eligible for our bonus, we'll move you up one level for each year you remain claim free up to our maximum level (Level 5).</p> <p>If you make a claim, your claims experience bonus will be recalculated based on the number of claims you make.</p>
Increase your security	Install security measures above our minimum requirements.
Retirees discount	<p>If you're retired and no longer working full time, we'll give you a retirees discount.</p> <p>You'll need to contact us and advise us once you become eligible for this discount. If you become eligible during the period of insurance, your retirees discount will be applied to your next renewal.</p>
Thanks for being a QBE customer	Renew your Policy with us every year. The discount will increase each year, up to our maximum.

Calculating your sum insured

Your contents are unique and it's important to come up with the right sum insured because it can be costly if you under-insure. When you calculate it you should consider:

- How much contents you have
- The kinds of items you have as contents
- That costs must be new for old at today's prices
- How much it costs to replace items and fixtures.

We've built calculators to help make this easier.

To use our calculators

Go online at qbe.com.au/personal/home

You need to review your sum insured if you make any major changes such as buying new white goods, electronic items or jewellery.

Cooling-off period

If you change your mind within 21 days of buying your Policy, you can cancel it and receive a full refund. Naturally, this doesn't apply if you've made or are entitled to make a claim. Even after the cooling off period ends, you still have the right to cancel your Policy. However, we may deduct some costs from any refund, as set out in the Policy Wording under 'Cancelling your Policy'.

To cancel your Policy within the cooling-off period, you can call QBE Customer Service on 133 723 or send an email to enquiries@qbe.com

The General Insurance Code of Practice

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit us to high standards of service
- Promote better, more informed relations between us and you
- Maintain and promote trust and confidence in the general insurance industry
- Provide fair and effective mechanisms for the resolution of complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

Privacy

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit qbe.com.au/privacy or contact QBE Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Resolving complaints & disputes

At QBE we're committed to providing you with quality products and delivering the highest level of service.

We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

Step 1 - Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 - Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

Step 3 - Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Financial Ombudsman Service Australia (FOS Australia). FOS Australia is an ASIC approved external dispute resolution body.

FOS Australia resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by FOS Australia's decisions - but you're not. You can contact FOS Australia directly and they'll advise you if your dispute falls within their Terms of Reference.

Disputes not covered by the FOS Australia Terms of Reference

If your dispute doesn't fall within the FOS Australia Terms of Reference, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting QBE Customer Care, FOS or the OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> • complaints@qbe.com, to make a complaint. • privacy@qbe.com, to contact us about privacy or your personal information. • customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care, GPO Box 219, PARRAMATTA NSW 2124

How to contact FOS Australia

Phone	1800 367 287 (Monday to Friday from 9am to 5pm, Melbourne time, except on public holidays)
Email	info@fos.org.au
Online	www.fos.org.au

How to contact the OAIC

Phone	1300 363 992 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Financial claims scheme

Your Policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event of QBE becoming insolvent you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA - www.apra.gov.au or 1300 55 88 49.

**“Understand
exactly what
you're
buying.”**

Policy Wording

Your Policy is underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Our agreement

Your Policy is an agreement between you and us for the period of insurance. It's made up of:

- this Policy Wording, and
- your Policy Schedule, which sets out the cover you've chosen and any terms specific to your Policy.

'Paying your premium' sets out what you have to pay us for cover under your Policy.

The 'Cover' section sets out the covers under this Policy.

The 'Exclusions & conditions' section sets out:

- What isn't covered
- Your responsibilities once you've taken out this Policy.

The 'Claims' section sets out:

- Your responsibilities, including what to do and what not to do, after incidents and when you make claims
- How we settle claims and our rights after you make them.

How much we'll pay

How much we'll pay for a claim is set out under each cover or on your Policy Schedule. You have to pay any applicable excess.

The cover you chose

When you take out this Policy you take out our 'Contents' cover.

Your Policy Schedule will show your sum insured, plus any optional benefits you've selected. Where your Policy covers contents at more than one site, the address of that site and the applicable sum insured and optional benefits will be shown on your Policy Schedule.

'Legal liability' cover is automatically included.

Paying your premium

Your Policy Schedule sets out what your premium is and when you need to pay it by.

Annual premium

If you pay your premium annually, and it's not paid by the due date or if your payment is dishonoured, this Policy won't operate and there'll be no cover.

Instalment payments

If you pay your premium by instalment, your Policy Schedule will show the date and frequency of your instalments. If your direct debit details change you must tell us no later than seven days before your next instalment is due.

If you miss an instalment we'll contact you to ask you to pay it or arrange to collect it from you. If you don't pay the missed instalment your policy may be cancelled and we'll write to you to let you know when this will happen.

If you don't pay the missed instalment and a claim arises, then we may refuse to pay your claim.

At renewal

If you pay by instalments, and you renew your Policy, we'll continue to deduct instalments for a renewed Policy at the new premium level according to the same instalment pattern, unless you tell us to stop your direct debit.

If the first instalment for a renewed Policy isn't received we'll try and retake the instalment after seven days. If it remains unpaid, your renewed Policy won't operate and there'll be no cover.

If an instalment is unpaid, we'll send you a reminder letting you know when we're going to retake the instalment. If we still don't receive your payment after this reminder, we'll write telling you the date your Policy will be cancelled unless your payment arrives. Then, if we don't receive a payment, we'll send you a notice to confirm your Policy has been cancelled.

Adjustment of premium on renewal

If we agree to renew your Policy and you claim for an incident that happened during a previous period of insurance, you must tell us about it. You agree to pay us any additional premium increase we'd have required you to pay if you'd told us about the claim before your Policy was renewed.

This condition doesn't affect any other rights we have at law or under this Policy.

If your payment details change

If the direct debit details you use to pay us change, such as you changing credit cards or bank accounts, you must tell us at least seven days before your next payment date.

Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

When we say	We mean
Administrative fund contributions	Regular contributions levied by the body corporate or owners corporation of the strata building to cover the costs and expenses of administering the strata building.
Collection	Objects of real or intrinsic value collected as an investment, hobby or general interest purpose and not used as a household good or personal item.
Collision	Accidents directly caused by the sudden impact of a moving body or object.
Computer equipment	Desktop or portable personal computers including peripherals such as printers, modems, data projectors, speakers and standard purchased computer software but no data of any kind or custom written software.
Contents	Items listed under 'Meaning of contents'.
Curio	Small articles valued as a collectors' item.
Damage or damaged	When an item insured by this Policy is physically harmed, but not from wear and tear.
Depreciation	Reduction in value of an item or property due to wear and tear.
Earth movement	Heave, landslide, land-slippage, mudslide, settling, shrinkage or subsidence.
Entertainment equipment	Sound or visual entertainment systems in your home including televisions, radios, projectors, CD players, DVD players, entertainment disc playing devices, digital media players, amplifiers or speakers and all accessories.
Erosion	Worn or washed away by water, ice or wind.
Family	Your spouse or partner, parent, grandparent, sibling, child or grandchild (including in each case half, step or adopted relationships). Domestic staff or a person who normally resides with you but not if they pay to stay there.
Financier	A person or entity with a security interest.
Fire	Fire producing flames, but not charring, melting or scorching without flames.
Fixtures	Fixtures listed under 'Meaning of fixtures'.
Floating floors	Laminated, veneered or similar flooring not fastened to the sub-floor but held in position by its own weight with or without skirting at perimeter walls.

When we say	We mean
Flood	<p>The covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:</p> <ul style="list-style-type: none"> • A lake (whether or not it has been altered or modified) • A river (whether or not it has been altered or modified) • A creek (whether or not it has been altered or modified) • Another natural watercourse (whether or not it has been altered or modified) • A reservoir • A canal • A dam.
Fusion	Fusing or melting together the windings of an electric motor following damage to the insulating material due to overheating by an electric current.
General portable contents	Items listed under 'Meaning of general portable contents'.
High risk item	Items listed under 'Meaning of high risk items'.
Home unit	<p>The residential lot or unit as defined by the strata legislation (including lockable storage areas) which you:</p> <ul style="list-style-type: none"> • live in, and • either own or lease.
Incident	Any event which results in a claim on this Policy.
Insured event	Events listed under 'Insured events'.
Market value	The replacement cost of a similar item to the one stolen or damaged taking into account the age of the item.
Model aircraft	<p>A small sized, unmanned replica of any aircraft which is flown solely for toy, hobby, leisure, sport or recreational purposes, provided it:</p> <ul style="list-style-type: none"> • isn't a balloon or kite • isn't used for anything other than the purpose for which it was originally designed • has a wingspan less than 150 centimetres • weighs less than 2 kilograms, including anything in, on or attached to it (for example, a camera or gimbal), and • costs no more than \$1,500 when new including anything in, on or attached to it. <p>A model aircraft doesn't include anything ever used in connection with or in relation to any commercial purpose or earning any income.</p>

When we say	We mean
Open air	Anywhere at the site not fully enclosed by walls and a roof including: <ul style="list-style-type: none"> • Outbuildings unable to be secured • Unlocked vehicles, tents, trailers or caravans.
Outdoor furniture	Furniture and domestic equipment designed to be used in an outdoor environment for domestic purposes.
Period of insurance	The period this Policy operates for as shown on your Policy Schedule.
Personal watercraft	Vessels designed to be operated by a person standing, sitting astride or kneeling upon them that uses water jet propulsion with an engine in a watertight compartment.
Photographic equipment	<ul style="list-style-type: none"> • Camera or video camera body • All lenses which attach to the camera or video body • All camera and video accessories including but not limited to carry case, filters, cleaning equipment, tripod, battery and memory cards. Photographic equipment doesn't include photographic data.
Policy Schedule	One of the following: <ul style="list-style-type: none"> • Policy Schedule • Renewal Schedule • Alteration Schedule.
Portable contents	General portable contents and specified portable contents shown on your Policy Schedule.
Premium	What you pay us to insure you. It's the cost of this Policy.
Properly maintained	Structurally sound, watertight, secure and in a good state of repair and roof guttering is regularly cleaned.
Rain	Water fallen from the sky including heavy, intense bursts of rainfall, usually during thunderstorms where so much water falls in a very short time that it can't get away quickly enough, collects and flows along any surface, but not including flood.
Secured	Locked so as to prevent entry other than by using violent force.
Security interest	A security interest as defined in section 12 of the <i>Personal Property Securities Act 2009</i> (Cth).
Site	Land at the address shown on your Policy Schedule at which your home unit is located, including the yard or garden used only for domestic purposes.

When we say	We mean
Specified contents	Items listed in the 'Specified contents' section of your Policy Schedule. Specified contents are only insured while at your site.
Specified portable contents	Items listed in the 'Specified portable contents' section of your Policy Schedule. Some items may be subject to our acceptance.
Sporting equipment	Equipment, clothing, helmets, footwear and protective gear used when participating in recreational or competitive sport, but not a bicycle, firearm, power driven vehicle or a power driven item of any kind.
Storm	Violent weather and high winds, sometimes accompanied by rain, hail or snow including a cyclone or tornado.
Strata building	Building(s) and common property as defined in the strata legislation which are at the site.
Strata legislation	The applicable legislation in Australia which regulates strata title, such as the Strata Titles Act, Community Titles Act and Company Titles Act.
Sum insured	The amount shown on your Policy Schedule for the cover, standard benefit or optional benefit you're claiming.
Terrorism	Any act of any person acting on their own or in connection with an organisation or foreign government, which can involve the use of or threat of force or violence, where the purpose, by its nature or context, is to put the public or a section of the public in fear, to resist or influence a government or, to further an ideological, religious, ethnic or similar aim.
Tools of trade	Items you use to carry on a business or earn an income, other than items you would use in a home office.
Tsunami	High tides or tidal wave caused by an earthquake, earth tremor or seismological disturbance under the sea.
Unfurnished	Your home unit doesn't have enough furniture or furnishings for normal living needs.
Unoccupied	No-one is living in your home unit or someone is living there without your consent.
We, our and us	QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.
Wear and tear	Damage or a reduction in value through age, ordinary use or lack of maintenance.

When we say	We mean
Works of art	Fine art such as paintings or pictures, Persian carpets, rug or wall hangings, tapestries, vases, ornaments, sculptures or other creations.
You and your	The person(s) named in your Policy Schedule as the insured.

Meaning of contents

When we say contents we mean	We don't cover these contents
<ul style="list-style-type: none"> • Furniture, furnishings • Carpets (whether fixed or unfixed), lino and floor rugs • Internal blinds, curtains • Household goods • Electronic items • Relocatable light fixtures not permanently secured to your building • White goods • Clothing and other personal items and effects • Children's toys • High risk items • Swimming pools or spas that aren't in-ground • Swimming pool or spa covers and accessories • Items for your business or occupation used in an office or surgery in your home • Specified contents • Fixtures. 	<ul style="list-style-type: none"> • Fish, birds or other animals • Lawns, hedges, trees, shrubs, plants (real or artificial) • Earth • Unset or loose gems • Power driven vehicles including accessories (including helmets) and spare parts whether fitted to the vehicle or not, other than: <ul style="list-style-type: none"> • Wheel chairs • Unregistered battery powered single person vehicles • Unregistered garden appliances • Unregistered golf buggies • Battery powered children's toys. • Personal watercraft • Powercraft, watercraft exceeding three metres in length, including accessories and spare parts whether fitted to the powercraft or watercraft or not, other than: <ul style="list-style-type: none"> • Surf skis • Surfboards • One to four person canoes • Aircraft or aerial devices, other than: <ul style="list-style-type: none"> • Kites • Model aircraft or model gliders. • Caravans or trailers, including accessories and spare parts whether they're fitted or not • Illegally acquired items including illegally downloaded digital files • Hovercraft • Water.

Meaning of fixtures

When we say fixtures we mean	We don't cover these fixtures
<p>If you're the owner of the home unit, items permanently attached or fixed to your home unit such as:</p> <ul style="list-style-type: none"> • Fixed saunas, barbecues, clothes lines, room heaters, stoves, air conditioners, ceiling fans, lighting fixtures, hot water systems • Kitchen cupboards, built-in furniture • Meter boxes • Exterior blinds and awnings • Carports, pergolas, gazebos • Paths, driveways, terraces • In-ground swimming pools and spas • Tennis courts • Gates and fences • Garage doors • Reticulation systems, wells and bores • Television aerials, radio masts or aerials and fittings • Fixed floor coverings and floating floor coverings, but not carpets • Solar panels and equipment (but not plastic solar heating systems for swimming pools or spas) • Private jetties, including fixed floating jetties • Fixed water tanks and the water in them. 	<ul style="list-style-type: none"> • Items which form part of the strata building. • Trees, shrubs, plants, hedges and lawns (real or artificial) • Earth • Paths or driveways made of earth or gravel • Landscaping of any kind • Swimming pool and spa covers and accessories • Swimming pools and spas able to be moved • Sea walls or pontoons • Jetties used for business purposes • Water in a swimming pool or spa • Water in pipes.

Meaning of high risk items

The table below tells you what we mean when we say something is a high risk item.

We've also set out what the most we'll pay for each of the high risk items in the table below. The most we'll pay in total on a claim for all unspecified high risk items is shown on your Policy Schedule.

You also have the option to increase the most we'll pay for certain high risk items if you ask, and we agree to list them as specified contents.

- ✓ Limit can be increased
- ✗ Limit can't be increased

High risk item	The most we'll pay is:	Option to increase limit if item is specified contents?
Cash, bullion or negotiable securities	Up to 1% of your sum insured to a maximum \$500	✗
Documents	\$500 per item	✓
Firearms	\$500 per item	✓
Curios	\$1,000 per item	✓
Jewellery	\$1,500 per item	✓
Watches	\$1,500 per item	✓
Gold or silver articles (but not bullion)	\$1,000 per item	✓
Photographic equipment	\$1,500 in total for all photographic equipment	✓
Bicycle	\$1,500 per bicycle	✓
Portable televisions or other portable sound or visual entertainment equipment	\$1,500 per item	✓
Entertainment equipment	10% of the total sum insured for all items	✓
CDs, DVDs, electronic games media and digital media files	\$3,000 in total	✓

High risk item	The most we'll pay is:	Option to increase limit if item is specified contents?
Portable musical instruments	\$1,500 per item	✓
Works of art, pictures, tapestries, rugs, antiques	\$5,000 per item	✓
Collections of any kind	\$5,000 per collection	✓
Computer equipment	\$5,000 in total	✓
Tools of trade	\$1,500 in total	✗

Meaning of general portable contents

When we say general portable contents we mean:	We don't cover these general portable contents
<ul style="list-style-type: none"> • Clothing, eyewear and luggage • Gold and silver articles, jewellery and watches • Portable musical instruments • Binoculars • Portable electronic items • DVDs, CDs, electronic games media or digital media files • Mobile phones, smart phones, portable computer equipment such as portable laptops, electronic personal organisers or tablet personal computers • Photographic equipment • Sporting equipment. 	<ul style="list-style-type: none"> • Cash, negotiable securities or documents of any kind • Collections • Contact lenses including corneal caps and micro lenses • Hearing aids or dentures • Furniture, household goods and tools • Items used as part of a business or trade • Bicycles • Firearms • Specified portable contents.

Important note: If you'd like to cover any items we don't cover as 'general portable contents' outside your site, you can ask us to cover them as 'specified portable contents'. If we agree, this will be shown on your Policy Schedule.

Words with special meanings: Cycle Cover

The words and terms used in the 'Cycle Cover optional benefit' have the special meanings set out below.

When we say	We mean
Accessories	<ul style="list-style-type: none"> • Cycling accessories • Travel cases • Cycling apparel • Cycling computers.
Bicycle	Your bicycle listed in the 'Cycle Cover' section of your Policy Schedule.
Custom part	Any alteration to the bicycle's standard frame, suspension or wheels that could affect its value, safety, performance or appearance. The alteration cannot be removed without the use of a tool and has been designed and produced by a commercial manufacturer to be fitted or attached to a bicycle. This doesn't include custom paint or signage.
Equipment	<p>Items or equipment temporarily or permanently fixed to the bicycle that are in addition to the bicycle manufacturer's standard specifications and are:</p> <ul style="list-style-type: none"> • designed specifically to be fitted or attached to a bicycle, and • produced by a commercial manufacturer.
General equipment and accessories	Equipment and accessories that aren't listed as 'specified equipment and accessories' on your Policy Schedule.
Racing	A competitive event including time trials.
Specified equipment and accessories	Specified equipment and accessories listed on your Policy Schedule.

**“Cover we've
designed for
where you
live.”**



This section of the booklet sets out what we cover under this Policy for 'Contents'.

It also describes what we cover for 'Legal liability', which is automatically included.

'Insured events' are set out on Page 32.

'Exclusions & conditions' are set out on Page 55.

Contents

What we cover

We'll cover your contents for the 'Insured events' listed in the table on Page 32. Your contents are covered at the locations shown in the 'Location of contents' table on Page 31.

We also give you:

- 'Standard benefits'
- 'Optional benefits' you've bought (as shown on your Policy Schedule)
- 'Legal liability' cover.

How much we'll pay

We'll pay up to your contents sum insured shown on your Policy Schedule. Your contents sum insured is inclusive of anything we pay under standard benefits and/or optional benefits (unless we say under any particular benefit we'll pay it in addition to your sum insured).

When you claim for high risk items, the most we'll pay for an item is up to the limit shown in the 'Meaning of high risk items' table on Page 24. The most we'll pay in total for all unspecified high risk items is the high risk item limit shown on your Policy Schedule.

If you bought the 'Portable contents optional benefit' or the 'Cycle Cover optional benefit', we'll pay up to the sum insured shown on your Policy Schedule for those benefits in addition to your contents sum insured.

The 'Claims' section sets out specific terms and conditions that apply when you make a claim or when something happens that may lead to a claim, including our process for 'Settling contents claims'.

Location of contents

The tables below show where your contents are:

- ✓ Covered
- ✘ Not covered
- Covered, but only if you've taken the option to have cover at this location. If you took this option it'll be shown on your Policy Schedule.

You only have cover for your portable contents if you've bought our 'Portable contents optional benefit'.

Cover at your site

Location	Contents	High risk items	'Portable contents optional benefit'
Inside your home unit	✓	✓	✓
In the open air	✓	✓	✓

Cover away from your site

We also cover your contents away from your site, as per the 'Standard benefits' which apply and any 'Optional benefits' you've bought.

Location	Contents	High risk items	'Portable contents optional benefit'
In: <ul style="list-style-type: none"> • A motel, hotel or club • A nursing home, hospice or hospital • Another person's home you're living in 	✓	✘	✓
In a bank safe in Australia	✓	✓	✓
Temporarily in transit	✓	✓	✓
In storage	○	✘	✘
In student accommodation	○	✘	✘
In transit to your new home	✘	✘	✘
Anywhere in Australia and New Zealand	✘	✘	✓
Worldwide	✘	✘	○

Insured events

The table below shows the insured events you're covered for and what we won't cover.

Insured event	What we'll cover	We won't cover
Fire	Damage caused by a fire.	Damage: <ul style="list-style-type: none"> • Caused by charring, melting or scorching as a result of fire without the presence of flames • From ash, soot or smoke • To heat resistant items and any fittings or attachments on or in them if the fire only caused damage to that item. Examples of heat resistant items include a cooking appliance, iron, toaster, microwave oven, heater, clothes dryer, electric kettle, chimney, fireplace, oven and a potbelly stove.
Explosion	Damage caused by an explosion.	The item that exploded.
Lightning or thunderbolt	Damage caused by: <ul style="list-style-type: none"> • A direct lightning strike or thunderbolt • A power surge caused by lightning. 	Damage: <ul style="list-style-type: none"> • If there's no visible evidence of damage • Where the Australian Bureau of Meteorology has no record of lightning or thunder in your area at the time the damage occurred For example, you're not covered unless there's visible damage to: <ul style="list-style-type: none"> • a power line or pole near your home unit, or • the appliance that isn't working. There must also be scorch or burn marks on your electrical circuitry consistent with a lightning strike near your home unit.
Earthquake or tsunami	Damage caused by earthquake or tsunami. All damage occurring within a 48 hour period will be regarded as one incident.	Damage caused by a wave that arises from any event other than a tsunami.

Insured event	What we'll cover	We won't cover
Theft	Theft or attempted theft.	<p>Theft or attempted theft:</p> <ul style="list-style-type: none"> ● From a motor vehicle, caravan or trailer not at your site ● By you, your family, your tenants or someone in your home unit or at your site with your consent or the consent of someone who: <ul style="list-style-type: none"> ○ lives with you, or ○ was in temporary possession of your home unit with your permission. <p>Any more than \$5,000 for your outdoor furniture, and \$1,500 for your other contents if these items are in the open air at your site.</p>
Vandalism and malicious damage	Damage caused by vandalism or malicious damage.	<p>Vandalism or malicious damage by you, your family or tenants or someone in your home unit or at your site with your consent or the consent of someone who:</p> <ul style="list-style-type: none"> ● lives with you ● was in temporary possession of your home unit with your permission.
<p>Water or other liquid</p> <p><i>(Continues on next page)</i></p>	<p>Damage caused by water or other liquid which suddenly escapes from yours or your neighbour's:</p> <ul style="list-style-type: none"> ● Plumbing system ● Bath, fixed basin or sink ● Fixed heating or cooling system ● Roof gutter or downpipe ● Shower recess ● Tank ● Toilet system ● White goods ● Above ground swimming pool or spa. 	<p>Damage:</p> <ul style="list-style-type: none"> ● Deliberately caused by you, your family or another person with your express or implied consent ● Due to failed grouting ● To your swimming pool or spa due to hydrostatic pressure ● Due to overflowing gutters or guttering if your home unit hasn't been properly maintained <p>For example, we won't pay for damage because you don't regularly remove leaves and other debris from your gutters, particularly when rain is expected.</p>

Insured event	What we'll cover	We won't cover
<p>Water or other liquid</p> <p><i>(Continued from previous page)</i></p>	<p>We'll also cover damage caused by water or other liquid which suddenly escapes from:</p> <ul style="list-style-type: none"> ● The road gutter or curbing ● A water main or pipe. 	<ul style="list-style-type: none"> ● If your home unit hasn't been properly maintained ● Due to a gradual process, such as, condensation, rising damp or splashing. You must fix any faults immediately. <p>Costs to:</p> <ul style="list-style-type: none"> ● Fix leaks ● Replace lost water ● Repair or replace defective parts or items that caused the damage, or the cost of lost water as a result of a leak <p>For example, we won't pay for a new dishwasher hose that broke</p> <ul style="list-style-type: none"> ● Fix defects in the design or construction of a system ● Repair or replace a defective part ● Replace undamaged property to create a uniform appearance
<p>Collision</p>	<p>Damage caused from collision with part of:</p> <ul style="list-style-type: none"> ● An aircraft ● A hovercraft ● A spacecraft, a satellite or any space debris ● A train ● A vehicle, trailer or caravan ● Any watercraft. 	<p>Damage caused by:</p> <ul style="list-style-type: none"> ● Wheels or tyres to paths, driveways or underground services ● Collision with any other items or objects.

Insured event	What we'll cover	We won't cover
Falling tree, branch or aerial	<p>Damage caused by a falling tree, branch, television, radio or satellite aerial.</p> <p>We'll also pay reasonable costs:</p> <ul style="list-style-type: none"> to remove fallen trees or branches from inside your home unit and take them to the nearest permissible dumping ground so the damage can be dealt with. We'll only pay the costs if the object caused damage to your contents, and for felling, pruning or stump removal if your contents are damaged. 	<ul style="list-style-type: none"> Damage caused by tree lopping or felling by you or done with your consent Costs of repairing television, radio or satellite aerials fittings or masts that caused the damage.
Damage by animals	Damage caused by collision of animals not kept at your site.	<p>Damage caused by animals:</p> <ul style="list-style-type: none"> Eating Chewing Clawing Pecking Scratching Soiling Fouling Polluting in any way.
Riot	Damage caused by riot, civil commotion, industrial or political demonstration.	
<p>Storm, rain or flood</p> <p><i>(Continues on next page)</i></p>	Damage caused by storm, rain or flood.	<p>Damage caused by:</p> <ul style="list-style-type: none"> Water entering your home unit if it's not properly maintained and/or existing damage hasn't been repaired <p>For example, water entering your home unit through a cracked roof tile you haven't repaired</p>

Insured event	What we'll cover	We won't cover
<p>Storm, rain or flood</p> <p><i>(Continued from previous page)</i></p>		<ul style="list-style-type: none"> ● Water penetrating or entering your home unit because of a design fault, structural defect or defective workmanship ● Water entering your home unit through an opening in the wall or roof made for the purpose of alterations, additions, renovation or repair <p>For example, if an opening is made in your home unit as part of renovations we won't continue to insure you against any storm, rain or flood damage unless the builder covers this opening with a tarpaulin in a workmanlike way at every possible opportunity</p> <ul style="list-style-type: none"> ● The seas or high tides ● Erosion or earth movement ● Lightning or thunderbolt ● Power surges or an interruption to the power supply. <p>Note: Cover for lightning or thunderbolt is provided under the insured event 'Lightning or thunderbolt'</p> <p>Damage to:</p> <ul style="list-style-type: none"> ● Privacy screens or retaining walls ● Shade-cloth, shade-sails, PVC blinds or umbrellas ● Swimming pool or spa covers, solar covers or plastic liners (including vinyl) ● Swimming pools or spas as a result of hydrostatic pressure ● Electrical or mechanical equipment in the open air, unless the equipment is designed to be weatherproof.

Insured event	What we'll cover	We won't cover
Glass breakage	<p>Accidentally broken glass that forms part of:</p> <ul style="list-style-type: none"> • Permanent lighting fixtures • Shower screens • Oven doors, stove tops or cooking surfaces • China bathroom or toilet fittings • Furniture • Wall mirrors • Light fittings • Other glass that forms part of your contents • Glass forming part of a home unit you're renting, but only if you're responsible for the glass under your lease. 	<ul style="list-style-type: none"> • Crockery • A vase or ornament • Glassware • Part of a glass house or conservatory • Part of a clock, picture, television set, radio or computer monitor • Worn or carried by hand. <p>For example, spectacles, watches and items carried by hand such as cameras and binoculars.</p>

Legal liability

Legal liability cover is automatically included with our 'Contents' cover and 'Cycle Cover optional benefit'.

What we cover

We'll cover your or your family's legal liability anywhere in the world for:

- bodily injury or death, and
- loss or damage to another person's property

arising from an incident occurring during the period of insurance. We'll also pay your reasonable legal costs, provided you asked us first and we agreed to pay them.

How much we'll pay

Up to the legal liability limit shown on the Policy Schedule in respect of all claims arising out of one incident or series of related incidents occurring during the period of insurance. The limit of liability is inclusive of costs and expenses (including legal costs).

We won't pay more than the limit of liability shown on your Policy Schedule if:

- you insure contents at more than one location insured under this Policy
- your Policy insures you and your family for the same liability, or
- you have another policy with us that insures the same liability.

You must pay your excess before we pay a claim.

The 'Claims' section sets out specific terms and conditions that apply when you make a claim or when something happens that may lead to a claim.

Standard benefits

Your Policy comes with these standard benefits. The benefits are payable as part of your contents sum insured, unless otherwise indicated.

Benefit	What we give you	We won't cover
Essential temporary repairs	<p>Up to \$500 towards the cost of essential temporary repairs to your contents after damage by one of the 'Insured events'.</p> <p>You can go ahead with these repairs without our consent. However, if they cost more than your allowable limit you must call us to obtain consent. If you're unsure, give us a call and we'll help.</p>	
<p>Fusion of electric motors</p> <p><i>(Continues on next page)</i></p>	<p>Up to \$2,000 towards the cost of repairs to a household electric motor if it:</p> <ul style="list-style-type: none"> • has been burnt out by fusion, and • is part of a machine or appliance that's also part of your contents insured by your Policy. <p>If it's not economical to repair your motor we'll replace it or pay what it'd cost us to replace it.</p> <p>Depreciation:</p> <p>We'll apply depreciation at a rate of 20% for every year over 10 years.</p> <p>This means that if you've had your your appliance for 15 years and the motor burnt out, then we won't pay anything for it because it would be fully depreciated.</p>	<ul style="list-style-type: none"> • Motors more than 15 years old from the date of purchase when new, or more than 15 years old from the date of rewinding • The cost of retrieving, removing or replacing the pump section of pool or pressure pumps or the cost of retrieving submersible pumps or their driving motors • Electronic controllers or other electronics • Hiring a replacement machine or appliance • Leakage of refrigerant driers. <p>Repairing or replacing:</p> <ul style="list-style-type: none"> • Electrical contacts that spark or arc in ordinary working • Mechanical parts • Motors under manufacturers' guarantee or warranty • Parts in a radio, television, computer, video recorder, microwave oven, sound recording and playing equipment, amplifying or transmitting device, electronic equipment, control panels or other device or instrument

Benefit	What we give you	We won't cover
Fusion of electric motors <i>(Continued from previous page)</i>		<ul style="list-style-type: none"> • Starter switches, lighting or heating elements, fuses or protective devices • Transformers.
Failure to insure	We'll pay up to your contents sum insured if you're legally required to contribute to the cost of repair or replacement of the strata building if you own and live in your home unit and: <ul style="list-style-type: none"> • The owners corporation failed to insure the strata building as required by strata legislation, and • Loss or damage to your home unit is caused by one of the 'Insured events'. 	Any amounts if you were aware that the body corporate, owners corporation or an office holder of the strata building failed to take out insurance. If a claim was declined under the applicable strata insurance policy.
Tenants cover - fixtures	If you're a tenant, we'll cover fixtures you: <ul style="list-style-type: none"> • installed for your own use, and • are responsible for under your lease agreement. 	
Title deeds	Up to \$500 towards the cost of replaced title deeds lost or damaged by one of the 'Insured events' we've accepted a claim for.	
Landscaping	Up to \$1,000 toward the cost to reinstate your home unit's landscaping, ornamentation or gardens which are damaged by: <ul style="list-style-type: none"> • one of these 'Insured events': <ul style="list-style-type: none"> ◦ Fire ◦ Explosion ◦ Lightning or thunderbolt ◦ Earthquake or tsunami ◦ Collision, but only by a vehicle, trailer or caravan, • The fire brigade or other emergency service attending after one of these events. 	

Benefit	What we give you	We won't cover
Compensation for death	<p>\$5,000 to your or your family's estate if either you or a member of your family die as a direct result of physical injury caused by one of the 'Insured events' at your site if we've agreed to pay your claim.</p> <p>We only pay this benefit once, even if there is more than one deceased person.</p>	
Paraplegia or quadriplegia modifications	<p>Up to \$10,000 per period of insurance towards modifying your home unit or relocating to another suitable location if you or a family member living in your home unit permanently becomes a paraplegic or quadriplegic as a direct result of any of the 'Insured events' at your site, if we've agreed to pay your claim.</p> <p>When we say 'paraplegic' and 'quadriplegic' we mean where the paraplegic or quadriplegic condition has existed for 12 months and the prognosis made by a registered medical practitioner confirms the condition is expected to last indefinitely.</p>	
Forced evacuation by government authority	<p>We'll pay for any necessary and reasonable increases in your living expenses for you to maintain your household's normal standard of living (for up to 60 days) if you've been:</p> <ul style="list-style-type: none"> • living in your home unit, and • evacuated and prohibited from living there by a government authority. 	<p>Costs due to an evacuation and prohibition of your home unit that aren't a direct result of damage to neighbouring premises classed as insured damage under your Policy.</p> <p>Costs incurred more than 60 days after you were evacuated.</p>
Inflation adjustment	We'll increase your contents sum insured by 0.4% per month until you next renew your Policy.	
External door locks	Up to \$500 to re-key or replace the locks in your home unit when the keys have been stolen due to theft.	

Benefit	What we give you	We won't cover
Administrative fund contributions	<p>Up to \$500 towards administrative fund contributions you're required to pay while you're unable to live in your home unit.</p> <p>We'll only pay this benefit if we accept your claim and agree you're unable to live in your home unit.</p>	
Accessories, appliances or spare parts	<p>Up to \$500 per item for loss or damage caused by one of the 'Insured events' to accessories, appliances or spare parts which are:</p> <ul style="list-style-type: none"> ● used for motor vehicles (including motor cycles or motor scooters), caravans, trailers and watercraft, and ● not fitted to, or contained within a motor vehicle, caravan, trailer or watercraft. <p>The most we'll pay in total is \$1,000 in total per claim.</p>	<ul style="list-style-type: none"> ● Motor vehicle keys, remote locking or alarm devices as accessories whether they're fitted, in or on the motor vehicle ● Re-coding of any devices or changing vehicle locks ● Accessories, appliances or spare parts while fitted to, or contained within a motor vehicle, caravan, trailer or watercraft.
<p>Accommodation costs</p> <p><i>(Continues on next page)</i></p>	<p>Up to:</p> <ul style="list-style-type: none"> ● 12 months from the time of damage, or ● 10% of the contents sum insured <p>whichever is less, towards the reasonable cost of similar accommodation, or lost rent while your home unit is being repaired or replaced and we agree it isn't fit to live in.</p> <p>We'll only pay this benefit if:</p> <ul style="list-style-type: none"> ● you own and live in your home unit, or ● you're a tenant in one, and ● we've accepted your contents claim. <p>We'll also pay for:</p> <ul style="list-style-type: none"> ● Temporary accommodation costs at a professional animal boarding home for pets you normally keep in the unit ● Additional relocation costs. <p>This benefit is paid in addition to your contents sum insured.</p>	<p>If you're a tenant, costs you're not required to pay under your lease agreement.</p> <p>For example, rent while you're not living in the unit.</p>

Benefit	What we give you	We won't cover
Credit or transaction card cover	<p>Up to \$1,000 for costs you incur from the fraudulent use of your lost or stolen credit or transaction card, provided you:</p> <ul style="list-style-type: none"> notified your financial institution as soon as you discovered your card was lost or stolen, and complied with the terms and conditions of use for your card (eg you didn't write down or disclose your PIN), and your Policy insures your contents at your primary place of residence. 	<ul style="list-style-type: none"> The loss or theft of gift or credit vouchers Costs incurred for cards that don't belong to you or your family Costs where the card was used by someone living at the site.
Contents temporarily removed	<p>Up to 30 days cover for contents you normally keep at your primary residence for loss or damage caused by one of the 'Insured events' in Australia if you take them with you to:</p> <ul style="list-style-type: none"> A motel, hotel or club A nursing home, hospice or hospital A bank safe deposit facility Another person's home you're living in. <p>The most we'll pay is up to 10% of your contents sum insured per claim.</p>	<p>Loss or damage to:</p> <ul style="list-style-type: none"> Contents in the open air High risk items, except ones contained in a bank safe deposit facility in Australia.
Contents temporarily in transit	<p>Up to:</p> <ul style="list-style-type: none"> \$5,000 for loss or damage caused by one of the 'Insured events', or \$200 for theft, collision or glass breakage to your contents while they're temporarily in transit in your vehicle. 	<p>Loss or damage to contents if they're:</p> <ul style="list-style-type: none"> Outside Australia Being permanently removed from your home unit to another place Being carried by removalists In a truck or other vehicle normally used for moving residences Being carried on a motorcycle In a caravan, trailer or watercraft.

Benefit	What we give you	We won't cover
<p>Cover when you move sites</p>	<p>We'll cover your contents at both:</p> <ul style="list-style-type: none"> ● your current site if you permanently reside there, and ● your new address if you intend to permanently live there in Australia <p>for up to 14 days when you're moving.</p> <p>You'll need to advise us of your new address to continue cover after 14 days have passed. You may need to pay us an additional premium if we ask for this and to comply with any conditions we impose.</p> <p>The most we'll pay is the relevant portion of your contents' value - at either the site or the new site - that's relative to the total value of the contents at both properties.</p>	<p>Any claim 14 days after you started moving.</p>
<p>Environmental upgrades - Contents</p>	<p>Up to \$500 per item we've accepted a claim for if you ask us to contribute to the cost of new appliances with a better environmental rating.</p> <p>For example, we've accepted your claim and agreed to your two star energy rated washing machine being replaced with a three star energy rated machine.</p> <p>The most we'll pay is \$2,500 per period of insurance.</p>	<p>Costs that aren't in connection with a claim we've accepted under your Policy.</p>
<p>Food spoilage <i>(Continues on next page)</i></p>	<p>Up to \$500 towards the cost of replacing spoiled food and medicines in your fridge or freezer that need to be thrown out because of:</p> <ul style="list-style-type: none"> ● Failure of the electricity supply ● Mechanical or electrical breakdown. <p>The most we'll pay is up to 1% of your contents sum insured.</p>	<ul style="list-style-type: none"> ● An accidental or deliberate switching off of the power supply by you, your family or another person in your home with your consent

Benefit	What we give you	We won't cover
Food spoilage <i>(Continued from previous page)</i>		<ul style="list-style-type: none"> • A deliberate act of the power supply authority or company • A strike.
Guests property	Up to \$1,000 for loss or damage as a result of one of the 'Insured events' to contents belonging to your guests, provided their stay with you doesn't exceed 30 days.	Items covered by any other insurance policy.
Veterinary expenses	Up to \$500 towards reasonable veterinary expenses if your domestic cat or dog, normally kept at your site, is accidentally injured as a result of a road accident, fire, lightning or earthquake. We'll only pay this benefit once in the period of insurance.	Any costs or expenses: <ul style="list-style-type: none"> • Resulting from the physical loss, theft or death of an animal including but not limited to post-mortem disposal or cremation • For routine elective or preventative veterinary treatment such as vaccinations, spaying or heartworm testing • Treatment or resultant complications from any ongoing medical conditions, illnesses or injuries of which you were aware or should reasonably have been aware of prior to the incident • For the treatment of injury or illness arising from or connected with a sporting event, cat or dog show, business, occupation or commercial activity, including but not limited to guard dog services, commercial breeding, hire or renting out of the animal • If the injured cat or dog wasn't registered and/or micro-chipped as required by any law or regulation made by any government or public authority.

Optional benefits

You can buy any or all of the optional benefits in the table below for an additional premium. You can also buy our 'Portable contents optional benefit' cover and our 'Cycle Cover optional benefit'.

The optional benefits you've bought will be shown on your Policy Schedule and only apply:

- Once you've paid us the premium
- From the date the benefit is listed on your Policy Schedule.

Where your Policy covers contents at more than one site, each site and any selected optional benefits that apply to it will be shown separately.

Accidental loss or damage

What we give you	We won't cover
<p>We'll cover unintended and unexpected loss or damage to your contents, including to:</p> <ul style="list-style-type: none"> • Items you accidentally lose, but only when you can establish the cause • Glass forming part of a clock, picture, television set, radio or computer monitor • Glass vases and ornaments • Glassware • Glass worn or carried by hand • Crockery. <p>The most we'll pay is up to your contents sum insured.</p>	<ul style="list-style-type: none"> • Damage caused by an event excluded under any section of your Policy except when damage is caused by charring, melting or scorching as a result of a fire without the presence of flames where the damage was caused by a: <ul style="list-style-type: none"> ◦ hot item other than cigarettes, cigars or pipes ◦ home heater ◦ cooking appliance. • Any items kept in a storage facility even when you've selected and paid for the the 'Contents stored away from home (Contents in storage) optional benefit' on Page 47 • Damage caused by a boarder or tenant • An event covered by another section of your Policy • A process of cleaning, repairing, restoring or altering your contents • Power driven items while being used • Sporting equipment while being used • Model aircrafts while being used • Bicycles while being used. <p>Note: If you'd like cover for your bicycle while in use, you may wish to consider our 'Cycle Cover optional benefit'. Contact us on 133 723 for more information.</p>

Contents stored away from home (Contents in storage)

What we give you	We won't cover
<p>We'll continue to cover contents you put into the storage room at the address shown on your Policy Schedule, provided the room is:</p> <ul style="list-style-type: none"> • a single room used solely for the purpose of storing only your contents, and • secured with a keyed lock and you have the only key (except if the storage facility holds a master key). <p>The most we'll pay is up to the limit shown for this optional benefit on your Policy Schedule. This limit forms part of your contents sum insured and is not paid in addition to it.</p>	<ul style="list-style-type: none"> • Specified contents items • Cash, bullion or negotiable securities • Gold or silver articles • Jewellery • Loose gem stones • Photographic equipment • Watches • Contents kept in a shipping container.

Contents stored away from home (Student accommodation)

What we give you	We won't cover
<p>We'll continue to cover contents normally kept at your primary residence taken by a family member who:</p> <ul style="list-style-type: none"> • normally resides with you, and • temporarily relocates to live in student accommodation at the address shown on your Policy Schedule. <p>The most we'll pay is up to the limit shown for this optional benefit on your Policy Schedule. This limit forms part of your contents sum insured and is not paid in addition to it.</p>	<ul style="list-style-type: none"> • Specified contents items • Cash, bullion or negotiable securities • Gold or silver articles • Item(s) of jewellery • Photographic equipment • Watches • Contents in accommodation not recognised as a university, college or similar institution on or off campus facility.

Domestic workers compensation

What we give you
<p>We'll provide statutory domestic workers compensation cover according to the legislation in your State or Territory.</p>

Portable contents optional benefit

Your Policy Schedule will show if you bought the portable contents optional benefit.

What we cover

We'll cover loss or damage to your portable contents at the locations shown in the 'Location of contents' table on Page 31 which is caused accidentally or by theft.

Your Policy Schedule will show whether you have insured your portable contents in Australia and New Zealand or worldwide.

How much we'll pay

- For general portable contents, up to the limit shown on your Policy Schedule
- For specified portable contents, up to specified sum insured set out in your Policy Schedule.

The 'Claims' section sets out specific terms and conditions that apply when you make a claim or when something happens which may lead to a claim, including our process for 'Settling contents claims'.

Portable contents exclusions

These exclusions apply to claims made under the Portable contents optional benefit.

We won't cover

Theft from an unattended motor vehicle, except when:

- The vehicle was in a locked garage, or
- There was forced entry to the vehicle.

Items in transit through post, commercial courier or any other similar service

Items you lost or that disappeared, but you can't establish the cause

Theft of an unattended bicycle left in a public place, unless you secured it with a padlock chain or cable to a fixed object, bicycle rack or a motor vehicle carry rack

Sporting equipment accidentally lost or damaged while being used

Model aircraft while being used

Bicycles while being used

Motorcycle apparel while being worn

Loss or damage caused by:

- Electrical or mechanical breakdown or over-winding
- Scratching or denting
- Power surges except when by lightning.

Cycle Cover optional benefit

Your Policy Schedule will show if you bought the Cycle Cover optional benefit.

What we cover

We'll cover loss or damage to your bicycle that's:

- caused by one of the 'Insured events', or
- unintended and unexpected (including while in use)

anywhere in Australia or while temporarily in transit in a motor vehicle, aircraft or by ship.

We also give you:

- The Cycle Cover equipment and accessories cover on Page 50
- The Cycle Cover racing option on Page 50, if you've bought it (as shown on your Policy Schedule)
- Contents 'Legal liability' cover.

Security requirements

If your bicycle is outside of your home unit you must lock it to a fixed object so it can't be moved and with a chain specifically designed for bicycles. Your claim won't be covered if you don't meet these security requirements.

How much we'll pay

- For your bicycle, up to the sum insured shown on your Policy Schedule
- For the standard and optional benefit, up to the limit set out in that benefit
- For specified equipment and accessories, up to the amount shown in your Policy Schedule.

The 'Claims' section sets out specific terms and conditions that apply when you make a claim or when something happens which may lead to a claim, including our process for 'Settling contents claims'.

Cycle cover equipment and accessories

When you buy our Cycle Cover you get our bicycle equipment and accessories standard benefit.

You can also ask us to insure specified equipment and accessories under the standard benefit for a higher amount.

What we give you	We won't cover
<p>For loss or damage caused by one of the 'Insured events':</p> <ul style="list-style-type: none"> • Up to \$500, per general equipment and accessories item to a total of \$1,000 per claim • The amount shown on your Policy Schedule for each specified equipment and accessories items. 	<p>Loss or damage to:</p> <ul style="list-style-type: none"> • Custom parts or equipment, not fitted or attached to the bicycle at the time of the loss • Accessories not with you when you're using the bicycle.

Cycle cover racing option

When you buy our Cycle Cover you can also buy the cycle cover racing optional benefit shown in the table below for an additional premium.

If you bought this cycle cover racing optional benefit it'll be shown on your Policy Schedule and it only applies:

- Once you've paid us the premium
- From the date the benefit is listed on your Policy Schedule.

Where your Policy covers more than one bicycle, each bicycle will show if you've selected this optional benefit for it.

What we give you	We won't cover
<p>Loss or damage to your bicycle:</p> <ul style="list-style-type: none"> • caused by one of the 'Insured events', and • while participating in a registered timed competitive cycling event. 	<p>Loss or damage whilst participating in any unregistered competitive cycling events.</p>

Cycle cover exclusions

These exclusions apply to claims made under the 'Cycle Cover optional benefit'.

We won't cover

Loss or damage caused by theft where you haven't complied with the security requirements on Page 49.

Theft of tyres, wheels or removable parts unless the bicycle has been stolen at the same time.

Loss or damage to your bicycle while being transported by:

- A professional delivery or freight company
- Road and it's not been securely locked in the vehicle or securely fitted to a bicycle rack so that it can't be moved
- Aircraft or ship and you're not travelling with it
- Aircraft or ship it hasn't been securely locked in a container that entirely covers it.

Loss or damage not covered under the 'Insured events'.

Loss, damage or liability caused by or arising from racing. This doesn't apply if you bought the Cycle Cover racing option shown on Page 50.

Any pre-existing damage incurred that happened before you made a claim.

An electrical failure.

A structural or mechanical failure.

Damage to the bicycle's tyres from any foreign object.

Damage to one or both of the bicycle's rims from a flat tyre.

Using the bicycle beyond the manufacturer's specifications including but not limited to overloading.

Loss or damage because your bicycle is unroadworthy or in an illegal condition unless:

- The unroadworthiness or condition wasn't the cause of the incident
- You or someone who borrowed your bicycle weren't reasonable aware of the unroadworthiness or condition.

Loss or damage because you or someone who borrowed your bicycle didn't prevent further loss or damage following damage to or theft of your bicycle.

We won't cover

Loss or damage caused by the theft of your bicycle while it was in the care, custody or control of a retailer or prospective buyer.

Loss or damage from:

- A business, profession, occupation or employment
- Hiring or conveyance of people or items for fare or reward
- Law enforcement or emergency services of any kind
- Any off-road riding including while on loose or severe terrain surfaces

- Riding in a velodrome
- Any riding on or over jumps, ramps or other obstacles
- Riding in an illegal or aggressive manner
- Performing tricks or stunts

- You or someone who borrowed your bicycle using it while under the influence of drugs or alcohol including a refusal to be tested by a law enforcement authority.

**“It's important
to understand
the
circumstances
when you
won't be
covered.”**

Exclusions & conditions

This section of the booklet sets out:

- Exclusions:
 - 'Contents cover exclusions', which apply to 'Contents' cover claims
 - 'Legal liability exclusions', which apply to 'Legal liability' claims
 - 'General exclusions', which apply to all claims
- 'General conditions' - which are your responsibilities once you've taken out your Policy
- 'Other terms' - how this Policy operates

Contents cover exclusions

These exclusions apply to claims made under 'Contents' cover, 'Standard benefits', 'Optional benefits', 'Portable contents optional benefit' and 'Cycle Cover optional benefit'.

Insured events

The specific things we don't cover for each insured event are set out in the 'Insured events' table on Page 32.

Unoccupancy

If you leave your home unit unoccupied your cover will change according to the table below.

If your home unit is	You left it unoccupied for up to 30 days or less	You left it unoccupied for more than 30 days	You left it unoccupied for more than 60 days
Furnished	No change to cover.	No change to cover.	No cover for: <ul style="list-style-type: none"> • Fire • Explosion • Theft • Vandalism and malicious damage • Water or other liquid • Glass breakage.
Unfurnished	No change to cover.	No cover for: <ul style="list-style-type: none"> • Theft • Vandalism and malicious damage. 	No cover for: <ul style="list-style-type: none"> • Fire • Explosion • Theft • Vandalism and malicious damage • Water or other liquid • Glass breakage.

You can call us on 133 723 to request continued cover for your home unit while it's unoccupied. We may ask you to pay an additional premium or impose conditions or exclusions.

Legal liability exclusions

These exclusions apply to claims made under the 'Legal liability' cover.

We won't cover

Aggravated, exemplary or punitive damages (including interest and costs).

Claims that could be made under workers compensation or any accident compensation scheme.

Fines or penalties (including interest and costs).

Legal liability for bodily injury or death to:

- You or your family, or
- An employee arising out of or during the course of employment with you or your family.

Legal liability for bodily injury to someone being towed by a bicycle or in a trailer of any kind.

Loss or damage arising from:

- A breach of a statutory provision
- An agreement, unless you or your family would've been liable in the absence of the agreement
- Either you or your family owning or occupying land or buildings, other than your home unit
- Libel, slander, defamation or malicious falsehood
- Reckless, deliberately harmful or damaging acts by:
 - You or your family
 - A person with the consent of you or your family.

We won't cover

Loss or damage arising from or in connection with:

- The strata building and common contents attaching to you as owner or occupier of your home unit under strata legislation, or articles or by-laws of your home unit's owners corporation
- A business, profession or occupation, except:
 - Where you rent your home unit for domestic purposes, or
 - Baby sitting on a casual basis
- Contamination or pollution of the land, air or water
- The construction, renovation, alteration or repair of your home unit exceeding:
 - \$50,000 where you're the owner builder, or
 - \$100,000 where a registered builder or contractor is doing the work

Important note: If you're an owner builder you should organise special contract works insurance. If a registered builder is doing the work, you should ensure your name is noted as principal on the builder's policy.

- Asbestos
- The supply of drugs or alcohol
- The ownership or use of
 - Power driven vehicles or motorcycles, other than:
 - Unregistered wheel chairs
 - Unregistered battery powered single person vehicles
 - Battery powered children's toys
 - Unregistered garden appliances
 - Unregistered golf buggies that aren't required to be registered.
 - Power craft, or a watercraft exceeding three metres in length, other than:
 - Surf skis
 - Surfboards
 - One to four person canoes.
 - Personal watercraft
 - Aircraft or aerial devices, other than:
 - Kites
 - Model aircraft or model gliders
 - Caravans or trailers
 - Hovercraft
- Vibration or interference with the support of land, buildings or other property.

Loss or damage to property you own or which is in your or your family's possession, custody or control, except when you're a tenant and you or your family cause loss or damage to your landlord's property.

General exclusions

These general exclusions apply to all sections of this Policy.

What we won't cover

If the incident arises from or is connected with:

- Any model aircraft being used illegally or in breach of any regulation, legal or safety requirement of CASA or a government authority or club
- A deliberate act by you, your family or another person with your express or implied consent to cause the item to be lost or damaged
- Wear and tear, depreciation, deterioration
- Damage caused by atmospheric conditions, mould, mildew, insects, vermin, action of light, rot or inherent defect
- Previous damage that hasn't been repaired
- You or your family illegally keeping explosives, flammable or combustible substances
- A process of cleaning, repairing, restoring or altering.

Financial or consequential loss

What we won't cover

Any financial or consequential loss

For example, but not limited to

Financial or consequential loss when business records are stolen and you suffer financially.

Operation of law, war or nuclear material

What we won't cover

If the incident arises from or is connected with:

- Lawful seizure, repossession or other operation of law
- Invasion, war, civil war or rebellion
- Nuclear weapons, nuclear fuel, waste or material
- Acts of terrorism where such act is directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with biological, chemical, or nuclear weapons, pollution or contamination.

Sanctions limitation and exclusion clause

What we won't cover

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

General conditions

There are conditions set out in this General conditions section, in the Claims section and under each particular cover and section. If any of these conditions aren't met, we may refuse a claim, reduce the amount we pay or in some circumstances we may cancel your Policy. When making a claim, you must have met and then continue to comply with the conditions of your Policy. Any person covered by your Policy, or claiming under it, must also comply with these conditions.

If you, or someone covered under your Policy, don't meet these conditions or make a fraudulent claim we may:

- Refuse to pay your claim or reduce what we pay for your claim
- Cancel your Policy.

Assistance and co-operation

At all times when you deal with us you must:

- Provide us with all reasonable assistance we may need
- Be truthful and frank
- Not behave in a way that's abusive, dangerous, hostile, improper or threatening
- Co-operate fully with us, even after we've paid a claim.

Care and maintenance

You must take reasonable care to prevent damage, injury or loss. We won't pay for damage, injury, loss or your liability to which your failure to take reasonable care is a contributing factor. At all times, you must:

- Prevent damage to property insured, as well as to others and their property
- Minimise the cost of any claim under your Policy
- Comply with all laws.

Changes to your circumstances

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

Examples include:

- Moving address
- Changes in the occupancy of your home unit as this will affect your cover
- Additions or renovations you're planning to make to your home unit.

You'll also need to consider the level of your sum insured when making changes such as:

- Purchasing new items that increase the value of your contents (you'll need to revise your contents sum insured)
- Additions or renovations to your home unit (you'll need to revise your sum insured)
- Purchasing a high risk item worth more than the stated limit as set out in the 'High risk items' table on Page 24.

Construction, renovations, alterations or repairs

You need to contact us and provide details before you start any construction, renovations, alterations or repairs to your home unit. If we agree to insure you while this is happening, we'll confirm in writing and may require an additional premium.

We don't insure buildings in the course of substantial construction, renovation, alteration or repair. If this happens to your home unit, your Policy will be cancelled by us and any unused premium returned to you.

Other interests

You must not transfer any interests in your Policy without our written consent.

Any person whose interests you've told us about and we've noted on your Policy Schedule is bound by the terms of your Policy.

Other party's interests

You must tell us of the interest of all parties (eg financiers, lessors or owners) who'll be covered by your Policy. We'll protect their interests only if you've told us about them and we've noted them on your Policy Schedule.

Other terms

These other terms apply to how your Policy operates.

Cancelling your Policy

You can cancel your Policy at any time by telling us. If there are other people named as insured on your Policy, we only need a request to cancel it from one of you.

We may cancel your Policy in any of the circumstances permitted by law (eg failure to pay the premium by the due date) by informing you in writing.

We'll give you notice in person or send it to your address (including an electronic address) last known to us.

If you've paid your premium in advance, we'll refund you the proportion of the premium for the remaining period of insurance, less any administration fees.

Changing your Policy

Changes to this Policy only become effective when we agree to them and send you a new Policy Schedule detailing the change.

Joint and co-insureds

If more than one person is insured under your Policy, we'll treat a statement, act, omission, claim, request or direction by that person as having been made by all insured.

We only need a request from one person insured to cancel or change your Policy.

Notices

Any notice we give you will be in writing, and will be effective once it's delivered to you personally or to your last known address (including when it's an electronic one).

It's important for you to tell us of any change of address as soon as possible.

“Here's what to do if you want to claim on your policy.”

Claims

This section describes what you must do, as well as conditions that apply when you make a claim and at the time loss or damage occurs which is likely to give rise to a claim

This section includes:

- 'Settling contents claims' - how we settle 'Settling contents claims' claims (including 'Portable contents optional benefit' and 'Cycle Cover optional benefit' claims)
- 'Excesses' - what you pay us when you make a claim
- 'Claims conditions' - your responsibilities and our rights after you've made a claim.

What to do and what not to do after an incident

What to do after an incident

Prevent further loss or damage

Inform the Police if something was stolen or vandalised, or if you're required by law to do so

Take details of other people involved in an incident or any witnesses to it

Call us as soon as possible

Complete a claim form if we require it

Provide information in support of your claim, including letters or notices given to you by another party

Pay your excess

What not to do after an incident

Admit guilt or fault except in a Court or to the Police

Offer or negotiate to pay a claim or make repairs

Admit liability

Dispose of damaged items unless we've said you can

Authorise repairs except for essential temporary repairs

Delay telling us about an incident as it may reduce the amount we pay for your claim

Give us false or misleading information

How a claim affects your sum insured

If we settle a claim and pay less than the total sum insured, your sum insured remains the same as it was before the claim.

For example, if your contents sum insured is \$40,000 and we pay an \$8,000 theft claim, your sum insured will remain \$40,000.

Settling contents claims

In this section when we use the term 'contents' in the context of settling your claim, we're referring to either contents, portable contents, specified portable contents, high risk items and/or your bicycle as the case requires.

At our option we'll either repair or replace your contents if we accept your claim.

The most we'll pay is the contents sum insured, and the individual item for certain items.

Claim settlement	What we pay
Repair	The reasonable cost of repair.
Replace	The cost to replace your item with a new one that's substantially the same if it can't be economically repaired (up to the item sum insured).
Cash settlement	Your Policy is designed to repair or replace stolen or damaged items. If we agree this isn't possible, we'll pay you either retail value or the limit for that item (whichever is less), depending on your cover. If we agree to pay for an item instead of repairing or replacing it, we'll only pay you the amount you would've received from a licensed second hand dealer, up to the applicable limit.

We treat these items differently when we decide to repair or replace them.

Item	What we pay
High risk items	The reasonable cost to repair or replace the item up to the limit shown in the 'Meaning of high risk items' table on Page 24.
Specified contents	The reasonable cost to repair or replace the item up to the sum insured listed on your Policy Schedule.
Carpet	Only the cost to repair or replace the carpet in the room, hallway or passageway where loss or damage occurred.
Computer equipment	The reasonable cost to repair or replace your computer equipment up to the applicable limit, although we'll only pay the market value for computers over 10 years old. This also applies to specified items.
Jewellery	The reasonable cost to repair or replace your jewellery up to the applicable limit, although we don't pay for reshaping or reclawing to reset the stone if your claim was only for loss of the stone.

Item	What we pay
Pairs and sets	<p>The reasonable cost to replace or repair a particular item that's part of a pair, set or collection. We won't pay for any special value an item may have as part of a pair, set or collection.</p> <p>If you've specified an item, we'll only pay a portion of the specified sum insured equal to the proportion of the pair, set or collection the item represents.</p>
Sporting equipment	<p>The reasonable cost to replace or repair the item. If it's designed to complement other pieces of sporting equipment where neither can be used without the other, then we'll treat all items as one.</p>
General portable contents	<p>The reasonable cost to repair or replace the item up to the limit shown on your Policy Schedule.</p>
Specified portable contents	<p>The reasonable cost to repair or replace the item up to the sum insured shown on your Policy Schedule.</p>

Repairer information

We have the right to nominate the repairer or supplier to be used.

Total loss

Your cover ends if we settle a claim and pay the total sum insured. We don't refund anything for the cover that we've paid the total loss claim for.

Your premium after we've paid a total loss

If you paid your premium in full when you took out your Policy, we don't refund anything after we've paid a claim for a total loss. This is because we've fulfilled our contract to you by making this payment.

If you pay your premium in instalments, any payment we make to you will be minus the instalments you're yet to pay. This amount is the difference between what you've already paid us (via your instalments) and what you would've paid us for the remainder of the insured period. This amount will either be deducted from a completed claim or paid by you before we settle your claim.

If you have other contents insured under your Policy, your instalments will be reduced because there'll be less contents to cover. This lasts until your Policy renewal date, which you can find on your Policy Schedule.

If you replace your contents which we paid as a total loss, you'll need to arrange new insurance. You can buy a new policy or add your new contents to your existing Policy.

Financier's rights

If a financier has a security interest in your contents or portable contents, we'll pay:

- the financier your sum insured, up to the amount required to discharge your loan or finance agreement, and
- you any remaining balance of your sum insured.

Excesses

An excess is an amount you have to pay whenever you make a claim.

Your Policy Schedule sets out the excess amounts you have to pay. We deduct the excess from the amount of your contents claim. If you claim under the 'Legal liability' cover you must pay your excess before we pay a claim.

If you claim on more than one cover for the same incident, you'll only have to pay the highest applicable excess.

Excess types	When it applies
Home excess	All claims unless otherwise stated.
Earthquake or tsunami excess	All claims for earthquake or tsunami.
Imposed excess	All claims as set out on your Policy Schedule. This is an excess we may require to cover your contents. If an imposed excess has been applied it will be shown on your Policy Schedule. This excess is in addition to any other excesses applicable to that claim.
Optional benefit excesses	
Accidental loss or damage excess	All claims for accidental loss or damage.
Portable contents excess	All claims for portable contents items.
Contents in storage cover excess	All claims under the Contents stored away from home (contents whilst in storage) optional benefit.
Student accommodation contents excess	All claims under the Contents stored away from home (student accommodation) optional benefit.
Cycle cover optional benefit	
Cycle cover excess	All claims for loss or damage to bicycles, equipment and accessories.
Additional carbon fibre excess	All claims for loss or damage to any carbon fibre parts.

How your excess is paid for items with limits

Where a limit is applicable, the excess will be applied to the claim prior to applying the limit.

For example:

Value of the item of jewellery	\$2,000
Excess to be applied:	\$250
Item value less excess:	\$1,750
High risk item limit:	\$1,500
If the item was not specified: High risk item applies	\$1,500
If the item was specified: The item sum insured less the excess applies	\$1,750

Claims conditions

These claims conditions apply to each 'Cover', and every standard benefit and optional benefit.

Claims experience bonus

If you hold a claims experience bonus and you make a claim under your Policy, for each claim you make we'll reduce your claims experience bonus by two levels at your next renewal date.

Contribution and other insurance

You must notify us of any other insurance which will or may, whether in whole or in part, cover any loss insured under your Policy.

If at the time of any loss, damage or liability there's any other insurance (whether effected by you or by any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

Salvage

We're entitled to obtain and retain any items or materials salvaged or recovered after you make, and we agree, to pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds. We may choose to sell the items or materials to you, provided you agree to pay market price .

GST

If you're a business you must tell us if you're registered, or are required to be registered, for GST. When you do this, we need you to give us:

- Your ABN
- The percentage of any input tax credit you will claim, or will be entitled to claim, on your premium.

When we pay a claim, your GST status will determine the amount we pay you. Your claim settlement amount will be adjusted to allow for any ITC entitlement.

Unless we say otherwise, all amounts in your Policy are inclusive of GST. There may be other taxation implications affecting you, depending upon your own circumstances. We recommend you seek professional advice.

Providing proof

You must be able to prove to us you've suffered a loss covered by your Policy before we'll pay you for it. We may ask you for this proof if you make a claim under your Policy. So your claim can be assessed quickly, make sure you keep the following:

- Instruction manuals
- Guarantee or warranty certificates
- Catalogues
- Make, model and serial numbers
- Photographs or video film of the item/s.

Proof of valuation - jewellery, gold or silver articles

Jewellery, gold or silver articles, regardless of whether they're specified contents or specified portable contents, must be valued as per the table below. If this evidence isn't provided, we can't process your claim.

Evidence of value can be a combination of:

- Receipts
- A recent valuation provided by a qualified Australian valuer.

Item value	Required proof of value
Less than \$1,499	Not required
\$1,500 up to \$14,999	Proof of value dated prior to date of loss
\$15,000 up to \$49,999	Proof of value dated prior to your Policy's inception, or a more current replacement proof of value
More than \$50,000	Proof of value dated prior to your Policy's inception, or a more current replacement proof of value. We may require this to be sighted by us prior to the item being specified on your Policy Schedule.

How claims administration and legal proceedings are undertaken

When a claim is made we have the right, at our discretion, to exercise all the legal rights of the person making the claim relating to the incident and to do so in their name. We'll take full control of the administration, conduct or settlement of the claim including any recovery or defence we think necessary.

We'll also report any suspected fraudulent act to the Police for further investigation.

Subrogation, recovery action & uninsured loss

We may at any time, at our expense and in your name, use all legal means available to you of securing reimbursement for loss or damage arising under your Policy. In the event we do so, you agree to give all reasonable assistance for that purpose.

If you've suffered loss that wasn't covered by your Policy as a result of the incident, we may offer to attempt to recover this. You may also specifically ask us to recover this for you. You'll need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we'll also ask you to agree to the basis on which we'll handle your recovery action. You may need to contribute to legal costs in some circumstances.

Preventing our right of recovery

If you've agreed not to seek compensation from any person liable to compensate you for loss, damage or liability covered by your Policy, we won't cover you for that loss, damage or liability.

**For enquiries, claims and customer service call 133 723
or visit qbe.com.au**

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