

Changes to Your Home Policy



We've made some changes to our Home Insurance product, which are reflected in the new Product Disclosure Statement (PDS) dated 25 June 2019 included with your policy.

From time to time we will update our PDS to make sure it's clear what you're covered for and what's excluded, and we'll always let you know about changes that will impact your cover.

Here's a summary of what's changing:

Clarifications to your cover

- We've updated the wording to make it clearer that wheelchairs are covered as part of your home contents (page 9).
- We've clarified that the following items are part of (not in addition to) your building and/or contents sum insured:
 - **Accidental damage** (applies to Top cover only) (page 22).
 - **Malicious acts and theft by tenants** (applies to Landlords cover only) (page 24).
 - **Contents temporarily removed from your home** (page 30).
 - **Contents whilst in transit, or while in your new and old home** (page 31).
 - **Contents in your home office** (page 33).
 - **Contents in the open air at your home** (page 34).
 - **Fixtures that are owned by you and are not insurable by the body corporate** (only applicable to property under strata title) (page 35).
 - Loss or damage to your **tools of trade** (page 36).
- We've clarified the maximum limits applicable to the benefit **Contents in the open air at your home** based on item type (page 34).

Changes to exclusions

- The following are all updated exclusions, or descriptions of exclusions:
 - **Earth movement or vibration** which does not occur within 72 hours of a storm, rainwater or flood event (page 14).
 - Costs to clean/remove mud or debris out of swimming pools and spas **and/or** costs related to replacing the water after a storm, rainwater or flood event (page 14).
 - Damage or legal liability costs incurred through your **ownership or use of motorised sea** (e.g. jet skis), **air** (e.g. drones), or **land** (e.g. scooters) craft (page 20), including loss or damage of the motorised item itself. These items cannot be listed as portable valuables (page 42).

- Loss or damage that occurs while your contents are in transit and you have held Top cover for **less than 60 days** (page 31).
- Contents in your home office that are not owned by you, including items owned by a company of which you are a director **or employee** (page 33).
- Situations where you (or a third party with your knowledge) have **deliberately misled us** (page 19).

Clarification of legal liability cover

- For building cover, you are covered for your legal liability which arises from your occupancy and/or ownership of your home and its land **and** occurs within the building or the site on which it stands (page 18).

Renovations

- If you plan to carry out building alterations, renovations, or additions to your home with a total value of \$50,000 or more, **contact us** to talk us through the changes. We will confirm whether cover can be extended during your renovation period and what exclusions may apply (page 53).

Definitions

- The term “**vehicle**” is used throughout the PDS. We now define this to be, “a carriage or conveyance moving on wheels and includes any motor car, caravan, motorcycle, scooter, skateboard, bicycle, go-cart and/or trailer” (page 71).

Complaints and disputes

- The Financial Ombudsman Service (FOS) has changed to the **Australian Financial Complaints Authority (AFCA)**. We have updated our internal complaints process to address this change. For full details on how to make a complaint please see page 64.

This is simply a summary of the key changes. You should read the PDS carefully to ensure that this insurance continues to meet your needs.

Should you have any questions about your cover, please contact us on 13 19 48.