

Changes to Real Home Insurance Product Disclosure Statement

We have made some changes to the wording of our Home Insurance product (which includes home and contents cover). The new wording is in the new Real Home Insurance Product Disclosure Statement (PDS) dated 1 September 2021, which replaces any previous Real Home Insurance PDS.

The following pages provide a brief overview of the changes to our product. Please note that this notice is not part of your insurance contract with us and does not take your personal circumstances into account. To see if the insurance is right for you, please read the new PDS, your Certificate of Insurance, and any other documents relevant to your policy that we tell you form part of the contract with us. These documents will set out the terms and conditions, limits and exclusions of your insurance contract with us. You can view our Target Market Determination (TMD) by visiting [realinsurance.com.au](https://www.realinsurance.com.au)

The new PDS will apply to:

- new Home Insurance policies issued on or after 1 September 2021; and
- existing Home Insurance policies renewed with an effective date on or after 1 October 2021.

If you have any questions regarding the changes, or if you would like a copy of the PDS, please call our customer service team on **13 19 48**.

Changes made in the Real Home Insurance PDS

Introduction of a new section into the PDS ‘Who is this product for?’

We have introduced a new section into the PDS which outlines who our products are designed for (our target market). You can view full details of our TMD by visiting realinsurance.com.au

Changes to bursting, leaking, discharge or overflow of water or liquids

We have expanded this section of the PDS to include new definitions on what is and is not covered. We have also added a new exclusion for loss or damage caused by the escape of liquid from a fixed item used to hold liquid due to overflowing as a result of a tap being left on. Refer to pages 18–19 of the PDS for further information.

Changes to policy exclusions

The general exclusion for actions of the sea has been updated. Refer to pages 41–44 of the PDS for further information.

We have introduced a general exclusion for infectious diseases along with the following general exclusions in relation to business use:

- loss of inventory and/or cash out of or in connection with any business, profession or occupation; and
- liability, business interruption, malicious acts, theft or attempted theft out of or in connection with any business, profession or occupation.

We have also made changes to the asbestos exclusion under the ‘We will not pay for legal liability that arises:’ section of the PDS.

Changes to the ‘When your home is temporarily unoccupied’ section

We have changed the maximum period of time your building can be unoccupied. If your building will be unoccupied for more than 60 consecutive days, you need to let us know. Refer to page 52 of the PDS for further information.

Changes to fixed limits for contents

We have introduced fixed limits for alcohol (including wine):

- \$500 for each insured event under Essential cover; or
- \$1,000 for each insured event under Top cover.

Changes to the ‘Your contents do not include’ section

We have excluded the following items:

- Gold and/or silver bullion; and
- Negotiable instruments and other documents that can be cashed (including coupons and gift cards).

Changes to the ‘Making a claim’ section

We have updated our wording in this section of the PDS (see pages 53–65). This section is especially important should you need to make a claim with us.

Changes to the Duty of Disclosure

We have replaced the Duty of Disclosure with ‘Your duty to answer honestly’. Refer to page 46 of the PDS for further information.

Paperless correspondence

We have updated the ways in which we can communicate to you and send you documents. For example, we can send you a document by sending you a link to it. You agree to save or print the communication for future reference. Refer to page 49 of the PDS for further information.

Changes to renewing your policy

We have clarified that when we offer renewal, we may offer a different level of cover.

You can also opt-out of automatic renewal by contacting us. Refer to pages 67–68 of the PDS for further information.

Changes to our complaints process

We have updated our complaints process as detailed on page 69 of the PDS.

It is important to understand this process should you have a complaint or dispute.

Who we are and what we do

We have included additional information about some of our authorised representatives, and links where you can find out more.

Other changes to our wording

We have also made other changes to clarify the policy meaning. These changes are not intended to affect the cover provided.

Landlords Insurance now has a standalone PDS

We have separated our Landlords product from our Home product. This means there is now a separate Real Landlords Insurance PDS and a separate Real Home Insurance PDS.

Real Home Insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436 and promoted and distributed by Greenstone Financial Services Pty Ltd ABN 53 128 692 884, AFSL 343079 trading as Real Insurance.