



Changes to Real Landlords Insurance Product Disclosure Statement

For our Landlords Insurance product, we have issued a standalone Product Disclosure Statement (PDS), by separating it from the Home Insurance PDS. We have also made some changes to the wording. The new wording is in the new Real Landlords Insurance PDS dated 1 September 2021, which replaces any previous landlords insurance wording that was in the 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 Landlords Insurance policies issued on or after 1 September 2021; and
- existing Landlords 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 Landlords 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 15–16 of the PDS for further information.

Changes to policy exclusions

The general exclusion for actions of the sea has been updated. Refer to pages 28–31 for further information.

We have introduced general exclusions for infectious diseases and short-term rentals. Refer to page 28–29 of the PDS for further information.

Our Landlords policy does not provide cover for short-term rentals as stated in our TMD and policy exclusion. If your property is currently insured with us and you are renting out your property on a short-term basis, you must tell us. We will let you know if we can continue to cover your property.

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 building 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 40 of the PDS for further information.

Changes to the 'Making a claim' section

We have updated our wording in this section of the PDS (see pages 41–53). 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 33 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 36 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 55–56 of the PDS for further information.

Changes to our complaints process

We have updated our complaints process as detailed on page 57 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.

Changes to our definitions

We have introduced a definition for short-term rentals in the 'Definitions' section of the PDS.

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.

Real Landlords 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.