

Home Insurance

Product Disclosure Statement and Policy document
8 May 2010

ING Australia's Home Insurance PDS and Policy document

The purpose of this PDS and Policy document

This combined Policy and Product Disclosure Statement (PDS) document has been designed to help you understand Home Insurance so you can get the most out of your Policy.

This PDS contains detailed information about Home Insurance, including when you are covered, when you are not covered, and maximum cover limits. We have also included a glossary on pages 56–58 to describe words with a special meaning. To the extent that the content of this PDS could be construed as general advice, it does not take into account your personal objectives, financial situation or needs (personal circumstances). You should consider the appropriateness of the information, having regard to your personal circumstances.

When you take out Home Insurance, we agree to provide the cover described in your current Schedule and in this PDS, as well as in any Supplementary PDS we may issue. Together, these documents make up the terms and conditions of your Home Insurance Policy with us. We recommend that you read them carefully and store them together in a safe place.

Each insurer takes full responsibility for this combined PDS and Policy document, which has been prepared and is provided in accordance with Australian laws only.

Distribution arrangement

Home Insurance is co-issued by ING General Insurance Pty Limited (ABN 56 072 892 365, AFSL 288160) ('ING General Insurance') - phone 132 062, and QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) ('QBE') - phone 133 723. Australia and New Zealand Banking Group Limited (ABN 11 005 357 522) ('ANZ') is an authorised deposit taking institution ('ADI') under the Banking Act 1959. ING General Insurance is owned by ANZ but is not an ADI. This product does not represent a deposit or other liability of ANZ or any ANZ Group member, other than of ING General Insurance as an insurer. No member of the ANZ Group stands behind the issuers. ING General Insurance is in the process of rebranding and expects to complete this process by late 2010. The ING trademark is used under licence from ING Group.

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Simple application process

If you are taking out a Policy with us for the first time, simply:

Call 132 062 weekdays from 8am to 8pm (Sydney time)

Apply online www.ing.com.au/insurance

If we agree to insure you, you will be provided with a Schedule setting out the details of your Policy.

For 24 hours a day claims service:

Call 132 062

Why choose ING Australia's Home Insurance?

Home Insurance provides comprehensive protection for your home and belongings, offering a unique range of benefits including:

- **Full Building Replacement cover** – this means instead of asking you to estimate your buildings sum insured, we will automatically calculate the replacement value of your buildings at today's prices and we will rebuild the buildings no matter what the subsequent costs, if it is totally destroyed in an insurable event and we accept your claim. In addition, we will automatically cover:
 - architects and surveyors and legal fees
 - demolition and removal of debris costs
 - alternative temporary accommodation costs
- **cover against natural events** (including flood)
- **accidental glass breakage and impact damage**
- **electrical motor burn out and power surge**
- **new for old replacement regardless of age**
- **theft of cash and belongings**
- **optional accidental damage cover for your buildings**
- **optional accidental damage or loss cover at home for your contents**
- **optional cover away from home for your personal effects**
- **choice of excess to suit your needs**
- **pay by the month at no extra cost**
- **24 hours a day, 7 days a week claims assistance service.**

Discover these benefits and more in this PDS.

Choice of cover

With Home Insurance you can tailor your insurance and select a Policy for buildings only, contents only or for combined buildings and contents. Your choice of buildings and/or contents cover, and any optional covers you select, will be listed on your current Schedule.

Buildings cover

Buildings cover provides cover for loss or damage to your buildings resulting from the events listed on pages 4-9. For example, your building will be covered for storm damage.

Contents cover

Contents cover provides cover for loss or damage to your contents resulting from the events listed on pages 20-25. For example, your contents will be covered for damage as a result of fire or rain water.

Contents cover also provides cover for your valuables up to a specific value per item. Refer to page 18 for valuables we will cover and what cover limits apply.

Optional cover

Home Insurance provides the following optional covers that you can add to your Policy, such as:

- accidental damage to buildings
- accidental damage or loss to contents
- cover away from home
- Domestic Workers' Compensation.

Refer to page 35–36 for further details.

Buildings cover

What buildings we protect

We will cover residential buildings located at the insured property address listed on your Policy Schedule, their fixtures and fittings, and any structural improvements at your home.

Buildings cover includes	Buildings cover does not include
Residential buildings that you live in, including any professional offices or surgeries in those buildings.	<ul style="list-style-type: none"> • A hotel, motel, nursing home, boarding house, display home, buildings of flats or units (strata title or company title) or buildings subject to community title. • A building or structure in the course of construction, substantial alteration or repair, or being demolished. • Building materials to be installed.
Domestic outbuildings, e.g. garden shed.	A caravan, trailer or their accessories.
Fixed coverings to walls, floors and ceilings.	Fixed carpets or floating floorboards, curtains or internal blinds (refer to page 14 for contents cover).
Infrastructure for the supply of services, including electricity, gas, water, internet and telephone.	
Items built in, fixed to, or on the buildings, e.g. an in-built air conditioner, light fittings.	
Blinds or awnings on the outside of the buildings.	
Retaining walls, pathways or driveways.	Pathways or driveways made of earth or gravel.
Trees, plants or shrubs growing outdoors in the ground (refer to page 13 for benefits and conditions).	<ul style="list-style-type: none"> • Lawn. • Plants or trees growing in pots and tubs. • Landscaping.
Anything permanently built, constructed or installed on your property for domestic purposes, including in-ground swimming pools and spas.	

How much we will pay

When you take out buildings cover, based upon the information you give us when taking out this Policy, we automatically calculate the replacement value of your buildings at today's price. This is called the sum insured and is listed on your Schedule.

If your buildings are damaged or are a total loss, the amount we will pay will be the total amount required to repair or rebuild your home to the condition it was in just before the loss or damage occurred, but not better, and this will not be limited to the sum insured.

If you make a claim, you must pay any excesses that apply.

When your buildings are protected

The specific events that your buildings will be covered for are listed in the table below. This cover is subject to the exclusions set out on pages 37-39.

Event	We will cover	We won't cover
Accidental glass breakage	<p>Fixed glass in your buildings, including any window tinting or shatter proofing material attached to the glass.</p> <hr/> <p>Fixed shower bases, basins, sinks, spas, baths and toilets.</p>	
Burglary, break-in or theft	<p>Any loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft. The burglary, break-in or theft or an attempted burglary, break-in or theft, must be reported to the Police.</p>	<p>Loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft:</p> <ul style="list-style-type: none"> • by you • by a tenant • by somebody who resides in the home • by someone else acting on your behalf • where you share your home with more than one other unrelated person who is not insured under this Policy.

Event	We will cover	We won't cover
Burning out (fusion) of an electric motor	Cost to repair or replace an electric motor that forms part of your buildings if it burns out or fuses.	Cost to repair or replace an electric motor if it is older than 15 years old.
Deliberate or intentional acts	Loss or damage as a result of a deliberate or intentional act.	Loss or damage as a result of a deliberate or intentional act by: <ul style="list-style-type: none"> • you • a tenant • somebody who resides in the home • someone else acting on your behalf.
Earthquake or tsunami	Loss or damage as a result of an earthquake or tsunami. You must pay an additional excess of \$250 for a claim for this event.	Loss or damage as a result of an earthquake or tsunami if the loss or damage occurs later than 72 hours after the earthquake or tsunami occurring.
Fire or explosion	Loss or damage as a result of a fire or an explosion.	Loss or damage caused by a bushfire or grass fire that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after: <ul style="list-style-type: none"> • another insurance Policy covering the same buildings expired, without a break in cover • the risk passed to you as purchaser of your buildings.

Event	We will cover	We won't cover
<p>Impact damage</p>	<p>Loss or damage as a result of an impact caused by:</p> <ul style="list-style-type: none"> • an aircraft, spacecraft or satellite, or anything dropped from them • a falling television or radio antenna mast or dish • vehicles or watercraft • an animal or bird that is not kept at your home • a falling tree or part of a tree. <hr/> <p>Cost of removing and disposing of the fallen tree or parts.</p> <hr/> <p>Damage caused when you, or someone else acting on your behalf, cuts down or removes branches from a tree.</p>	<p>Loss or damage that is caused by any animal or bird eating, chewing, clawing or pecking.</p>
<p>Landslide or subsidence</p>	<p>Loss or damage as a result of a landslide or subsidence if the loss or damage occurs within 72 hours of:</p> <ul style="list-style-type: none"> • an earthquake or tsunami • explosion • a storm, rainwater, flood or wind • liquid escaping from: <ul style="list-style-type: none"> – a fixed pipe – an object attached to a pipe, fixed gutter, fixed tank or a drain, or – a standalone swimming pool or a standalone water tank. 	<p>Any other erosion, subsidence, landslide or earth movement event.</p>
<p>Lightning or thunderbolt</p>	<p>Loss or damage as a result of a lightning strike or thunderbolt.</p>	

Event	We will cover	We won't cover
Power surge	Power surge to domestic equipment directly caused by an identifiable and verifiable source outside your home including a lightning strike, an object contacting power lines, the resumption of power following a blackout caused by a storm, or unexpected interference with a power company transformer by an animal.	<ul style="list-style-type: none"> • Domestic appliances or domestic equipment more than 15 years from the date of purchase when new. • Any power surges caused at the site.
Riots or civil commotion	Loss or damage as a result of riots, civil commotion, or industrial or political disturbances.	
Storm, rainwater, flood, or wind	Loss or damage as a result of, <ul style="list-style-type: none"> • storm (including a named cyclone), • rainwater • flood or • wind. 	Water entering your buildings: <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <hr/> Action by the sea. High tide. Storm surge except where it happens at the same time as flood.
		Loss or damage caused by a flood or named cyclone that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after: <ul style="list-style-type: none"> • another insurance Policy covering the same buildings expired, without a break in cover • the risk passed to you as purchaser of your buildings.

Event	We will cover	We won't cover
Storm, rainwater, flood or wind (continued)	<p>Free-standing gates and fences, but only if they have been installed and/or constructed according to the manufacturer's specifications.</p>	<p>Swimming pool covers, including solar covers and plastic liners.</p> <p>Free-standing gates and fences that are made of timber and are more than 15 years old.</p> <p>Trees, plants and shrubs except for the cost of removal of storm (including a named cyclone), rainwater, flood or wind damaged trees, plants and shrubs.</p>
Vandalism or a malicious act	<p>Loss or damage as a result of vandalism or a malicious act.</p>	<p>Loss or damage as a result of vandalism or a malicious act by:</p> <ul style="list-style-type: none"> • you • a tenant • somebody who resides in the home • someone else acting on your behalf

Event	We will cover	We won't cover
Water or liquid damage	<p>Loss or damage caused by water or liquid escaping from:</p> <ul style="list-style-type: none"> • a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain • a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes • a washing machine or dishwasher • an aquarium • a waterbed. • a swimming pool • a standalone water tank <p>Cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.</p>	<p>Your buildings for loss or damage caused by water or liquid entering your buildings:</p> <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <p>Cost of repairing the item from which the water or liquid escaped.</p>

Additional buildings benefits

Home Insurance includes a range of additional buildings benefits which are automatically included in your Policy when you obtain buildings cover. The amount we will pay is in addition to the sum insured.

If you make a claim under your buildings cover for additional buildings benefits, you cannot claim the same loss or damage under additional contents benefits if you also hold contents cover.

This cover is subject to the exclusions set out on pages 37-39.

If you make a claim for an additional buildings benefit, you will not need to pay an excess. The amounts we will pay and the limits that apply are listed in the table below and are inclusive of GST.

Additional benefits	We will cover	We won't cover
<p>Alternative temporary accommodation (including for pets)</p>	<p>Costs of alternative accommodation for up to 12 months if your buildings suffer loss or damage and you are unable to live in your home as a result.</p> <p>The loss or damage must occur as a result of an event we have agreed to cover.</p> <p>We will pay:</p> <ul style="list-style-type: none"> • an amount that is equal to the weekly rental value of your buildings before the event occurred • the reasonable costs of alternative accommodation for your pets <p>The maximum amount we will pay is up to 10% of the buildings sum insured, as shown in your Schedule.</p>	<p>We will not cover this if you do not need to pay for alternative accommodation.</p>
<p>Architects, surveyors and legal fees.</p>	<p>Reasonable costs of employing an architect or surveyor, and also paying any legal fees that arise from the rebuilding, if your buildings suffer total loss or damage as a result of an event we have agreed to cover, and need to be rebuilt as a result.</p>	

Additional benefits	We will cover	We won't cover
Demolition and removal of debris costs	Reasonable costs to demolish and remove any debris resulting from loss or damage to your buildings from an event that we have agreed to cover.	
Fracture to limbs (if you are over 50 years of age)	<p>If you fracture an arm or leg as a result of an accident that occurs at your home and you are admitted to a hospital as an inpatient.</p> <p>We will pay \$500 per incident causing the fracture.</p> <p>The most we will pay in any one period of insurance is \$1,000.</p>	<p>Fractures that result directly or indirectly from:</p> <ul style="list-style-type: none"> • your participating in any professional sporting activity • a motor vehicle or motor bike accident • intentional self injury, suicide or attempted suicide • any illness or disease.
Funeral expenses	<p>The funeral costs if you, or any member of your family dies:</p> <ul style="list-style-type: none"> • as a result of an event that occurred at your home that we have agreed to cover, and • within 12 months of the event. <p>We will pay up to \$10,000.</p> <p>We will pay up to \$20,000 if you are over 50 years of age.</p>	

Additional benefits	We will cover	We won't cover
<p>Modifications to your buildings</p>	<p>Costs of modifications to your buildings so you can live in them, if you are injured as a result of an event that occurred at your home that we have agreed to cover, and the injuries lead to permanent paraplegia or quadriplegia.</p> <p>We will pay up to \$10,000.</p> <p>We will pay up to \$20,000 if you are over 50 years of age.</p>	
<p>Mortgagee discharge costs</p>	<p>Reasonable legal costs associated with the discharge of any mortgage you have left owing on your home if you make a claim for the total loss of your buildings as a result of an event we have agreed to cover and the mortgage is discharged.</p>	
<p>Replacing keys and repairs to, and/or recoding of, locks and barrels</p>	<p>Reasonable costs of replacing keys and repairs to, and/ or recoding of locks and barrels if a key to an external door or window lock of your buildings is stolen or lost as a result of an event we have agreed to cover. Any theft must be reported to the Police.</p>	<p>Theft or loss as a result of an event we have not accepted the claim for.</p>

Additional benefits	We will cover	We won't cover
Travel cancellation	<p>Costs you have paid in advance for domestic and/or international travel arrangements that you are unable to recover when you cancel your travel arrangements. You must cancel as a result of loss or damage occurring to your buildings caused by:</p> <ul style="list-style-type: none"> • fire or explosion • storm (including named cyclone) or flood • burglary, break-in or theft <p>which occurs within 14 days prior to your scheduled departure date.</p> <p>We will pay up to \$1,000.</p> <p>The most we will pay in any one period of insurance is \$1,000.</p>	
Trees, plants and shrubs replacement	<p>Cost to replace any trees, plants or shrubs that are damaged or lost as a result of:</p> <ul style="list-style-type: none"> • burglary, break-in or theft • fire or explosion • vandalism or a malicious act • impact damage. <p>We will pay up to \$1,500.</p>	<p>Loss or damage to lawn.</p>

Contents cover

What contents we protect and how much will be paid

We will cover the following household goods or personal effects that:

- are not fixed or fitted to buildings, and
- you own or are legally responsible for.

When you take out contents cover, you must nominate the replacement value of your contents at today's prices. This is called the sum insured and is listed on your Schedule.

Your contents Policy covers you for three categories of contents:

1. General contents
2. Contents with a specific limit
3. Valuables.

1. General contents

For any one item, pair, set, collection or system of general contents items, we will pay up to the sum insured. The general contents covered by your Policy are listed in the table below:

General contents include	General contents do not include
	Animals, including birds and fish.
Building materials to be installed.	
Carpets, floating floorboards, curtains or internal blinds.	
Personal effects	
Computer software	Cost of re-creating computer data.
Film, slides, prints, and equipment for developing and enlarging photographs.	Costs of recreating any event featured on films, slides or prints.
Fixtures and fittings that you have installed for your own use if you are a tenant, or the owner of a strata title unit.	Fixtures and fittings you have installed for your own use if you are a tenant, or the owner of a strata title unit, if the body corporate or similar body has insured them.
Furs	
Furniture and furnishings that are not built in.	
Hearing aids	

General contents include	General contents do not include
Household goods that are not used for earning an income.	
Internal ceiling, floors, walls, doors and windows if you own a strata title unit and the body corporate or similar body has not insured them.	Internal ceiling, floors, walls, doors and windows if you own a strata title unit and the body corporate or similar body has insured them.
Items thinly covered with gold or silver that are not jewellery or watches.	Unset precious/semi-precious stones (whether or not thinly covered with gold or silver).
Landlords' fixtures and fittings that you are liable for under the terms of a rental agreement.	Landlords' fixtures and fittings that you are liable for under the terms of a rental agreement if the landlord, body corporate or similar body has insured them.
Media purchased online, e.g. music, software, and videos.	
Model or toy aircraft.	
Paintings and prints, tapestries, Persian or similar rugs, antiques and any other works of art.	
Pedal cycles	Pedal cycles while they are being used for racing or pacemaking.
Plants or trees growing in pots or tubs.	Plants and trees growing outdoors in the ground.
Portable domestic appliances that are not built in.	
Surfboards, sailboards, surf skis, kayaks and canoes.	
Swimming pools, saunas and spas that are not built in and their accessories.	
Tapes, cassettes, cartridges and discs.	Costs of recording or recreating any event or information featured on the tapes, cassettes, cartridges and discs.

General contents include	General contents do not include
<p>Unregistered motorcycles or mini-bikes up to 125cc that do not require registration by law.</p>	<ul style="list-style-type: none">• Registered motorcycles or mini-bikes.• Unregistered motorcycles or mini-bikes up to 125cc (that do not require registration by law) when they are being used for racing or pacemaking.• Unregistered motorcycles or mini-bikes over 125cc.
<p>Unregistered motorised golf buggies, ride-on mowers and wheelchairs.</p>	

2. Contents with a specific limit

Under this category of contents there are set maximum amounts that we will pay when you make a claim. The amounts we will pay and the limits that apply are listed in the table below and are inclusive of GST.

Contents with a specific limit include	Contents with a specific limit does not include
<p>Accessories and spare parts for motor vehicles, motorcycles, mini-bikes, caravans, trailers and watercraft that are not in or on them.</p> <p>The most we will pay is \$1,000.</p>	
<p>Goods used to earn an income which are located at your home.</p> <p>The most we will pay is \$5,000.</p>	
<p>Money and negotiable documents.</p> <p>The most we will pay is \$1,200.</p>	
<p>Office and surgery equipment you use to earn an income.</p> <p>The most we will pay is \$10,000.</p>	
<p>Watercraft less than four metres long and not powered by a motor or powered by a motor less than 10hp.</p> <p>The most we will pay is \$5,000.</p>	<ul style="list-style-type: none"> • Watercraft less than four metres long that are powered by a motor of 10hp or more. • Jet skis.

3. Valuables

The valuables items we will protect under your contents cover are set out below.

Valuables include	Valuables do not include
Jewellery and watches	
Items containing gold or silver	Items thinly covered with gold or silver or unset precious/semi precious stones.
Collections of stamps, money, medals or other collectibles	
Sporting equipment	
Battery powered items as listed below: <ul style="list-style-type: none"> • audio-visual equipment • camera equipment, including accessories and unprocessed film • electronic diaries or PDAs • GPS (Global Positioning System device) • CD or DVD players and media players, e.g. MP3s • mobile, satellite or smart phones • portable computers. 	Camera equipment, including accessories and unprocessed film, that is being used underwater or to earn your income.

Unspecified valuables

There are set maximum amounts that we will pay when you make a claim. For any one item, pair, set, collection or system of valuable items, the most we will pay is \$3,000 (inclusive of GST). These items will be classified as unspecified valuables and do not need to be listed on your Schedule.

Specified valuables

You can increase the maximum amount we will pay for any one item, pair, set, collection or system of valuables by listing it on your Schedule as a specified valuable. Any amount of cover for specified valuables is in addition to your contents sum insured.

Where we will cover you

We will cover

Your contents at your home when they are in a building that is fully enclosed

Your contents at your home in the open air including, when they are not in a building that is fully enclosed where they suffer loss or damage as a result of the listed events on pages 20-25, except for:

- storm, rainwater, flood or wind
- burglary, break-in or theft.

Cover will be limited to a maximum of \$5,000. This \$5,000 limit will not apply to swimming pools, saunas or spas, or their accessories.

Your contents which are away from your home, anywhere in Australia and New Zealand for up to 120 consecutive days, if the loss or damage occurs as a result of an event that we have agreed to cover, except for:

- storm, rainwater, flood, or wind
- burglary, break-in or theft

where your contents will be covered only if they are:

- in a residential building, boarding house, motel, hotel, club room, nursing home, or hospital where you are staying.

If you are permanently moving your contents to a new home, we will cover your contents at your existing home and your new home for up to 14 days from the date you first start to permanently move your contents.

We won't cover

Swimming pool covers, including solar covers and plastic liners as a result of storm, rainwater, flood or wind.

Your contents for loss or damage if they are in a tent, vehicle, caravan, trailer, aircraft, or watercraft as a result of:

- storm, rainwater, flood or wind,
- impact by a vehicle

Theft or attempted theft of sporting equipment unless it is locked in a club room.

The following contents:

- accessories and spare parts for motor vehicles, motorcycles, mini-bikes, caravans, trailers and watercraft
- goods used to earn an income
- office and surgery equipment you use to earn an income.

When your contents are protected

The specific events that your contents will be covered for are listed in the table below. This cover is subject to the exclusions set out on pages 37-39.

Event	We will cover	We won't cover
<p>Accidental glass breakage</p>	<p>Loss or damage to:</p> <ul style="list-style-type: none"> • mirrors • glassware • crystal • glass in furniture. 	<p>Any mirrors, glassware, crystal, crockery that have been damaged while being used, cleaned or carried by hand.</p>
	<p>Accidental breakage of fixed shower bases, basins, sinks, spas, baths and toilets if you have insured your contents and live in a rented premises and you are responsible for these items.</p>	
	<p>An item when it is chipped or fractured through its entire thickness.</p>	<p>Glass that is part of the television, computer screen or monitor.</p>
<p>Burglary, break-in or theft</p>	<p>Any loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft. The burglary, break-in or theft or an attempted burglary, break-in or theft, must be reported to the Police.</p>	<p>Loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft:</p> <ul style="list-style-type: none"> • by you • by a tenant • by somebody who resides in the home • by someone else acting on your behalf • where you share your home with more than one other unrelated person who is not insured under this Policy.

Event	We will cover	We won't cover
Burning out (fusion) of an electric motor	Cost to repair or replace your electric motor if it burns out or fuses.	Cost to repair or replace your electric motor if it is 15 years old or older.
Deliberate or intentional acts	Loss or damage as a result of a deliberate and intentional act.	Loss or damage as a result of a deliberate or intentional act by: <ul style="list-style-type: none"> • you • a tenant • somebody who resides in the home • someone else acting on your behalf.
Earthquake or tsunami	Loss or damage as a result of an earthquake or tsunami. You must pay an additional excess of \$250 for a claim for this event.	Loss or damage as a result of an earthquake or tsunami if the loss or damage occurs later than 72 hours after the earthquake or tsunami.
Fire or explosion	Loss or damage as a result of a fire or an explosion.	Loss or damage caused by a bushfire or grassfire that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after: <ul style="list-style-type: none"> • another insurance policy covering the same contents expired, without a break in cover • the risk passed to you as purchaser of your buildings • you signed a lease contract for your buildings.

Event	We will cover	We won't cover
<p>Impact damage</p>	<p>Loss or damage as a result of an impact caused by:</p> <ul style="list-style-type: none"> • an aircraft, spacecraft or satellite, or anything dropped from them • a falling television or radio antenna mast or dish • vehicles or watercraft • an animal or bird that is not kept at your home • a falling tree or part of a tree. <hr/> <p>Cost of removing and disposing of the fallen tree or parts.</p> <hr/> <p>Damage when you, or someone else acting on your behalf, cuts down or removes branches from a tree.</p>	<p>Loss or damage that is caused by any animal or bird eating, chewing, clawing or pecking.</p>
<p>Landslide or subsidence</p>	<p>Loss or damage as a result of a landslide or subsidence if the loss or damage occurs within 72 hours of:</p> <ul style="list-style-type: none"> • an earthquake or tsunami • explosion • a storm, rainwater, flood, or wind • liquid escaping from: <ul style="list-style-type: none"> – a fixed pipe – an object attached to a pipe, fixed gutter, fixed tank or a drain, or – a standalone swimming pool or a standalone water tank. 	<p>Any other erosion, subsidence, landslide or earth movement event.</p>

Event	We will cover	We won't cover
Lightning or thunderbolt	Loss or damage as a result of a lightning strike or thunderbolt.	
Power surge	Power surge to domestic equipment directly caused by an identifiable and verifiable source outside your home including a lightning strike, an object contacting power lines, the resumption of power, following a blackout caused by a storm, or unexpected interference with a power company transformer by an animal.	<ul style="list-style-type: none"> • Domestic appliances or domestic equipment more than 15 years from the date of purchase when new. • Any power surges caused at the site.
Riots or civil commotion	Loss or damage as a result of riots, civil commotion, or industrial or political disturbances.	
Storm, rainwater, flood or wind	<p>Loss or damage as a result of,</p> <ul style="list-style-type: none"> • storm (including a named cyclone), • rainwater • flood or • wind. 	<p>Water entering your buildings:</p> <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <hr/> <p>Action by the sea. High tide. Storm surge except where it happens at the same time as flood.</p>

Event	We will cover	We won't cover
<p>Storm, rainwater, flood or wind – continued</p>		<p>Loss or damage caused by a flood or named cyclone that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after:</p> <ul style="list-style-type: none"> • another insurance policy covering the same contents expired, without a break in cover • the risk passed to you as purchaser of your buildings • you signed a lease contract for your buildings. <hr/> <p>Swimming pool covers, including solar covers and plastic liners.</p>
<p>Vandalism or a malicious act</p>	<p>Loss or damage as a result of vandalism or a malicious act.</p>	<p>Loss or damage as a result of vandalism or a malicious act by:</p> <ul style="list-style-type: none"> • you • a tenant • somebody who resides at the home • someone else acting on your behalf.

Cover	We will cover	We won't cover
Water or liquid damage	<p>Loss or damage caused by water or liquid escaping from:</p> <ul style="list-style-type: none"> • a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain • a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes • a washing machine or dishwasher • an aquarium • a waterbed • a swimming pool • a standalone water tank. <p>Cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.</p>	<p>Your contents for loss or damage caused by water or liquid entering your buildings:</p> <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <p>Cost of repairing the item from which the water or liquid escaped.</p>

Additional contents benefits

Home Insurance includes a range of additional contents benefits which are automatically included in your Policy when you obtain contents cover. The amount we will pay is in addition to the sum insured.

If you make a claim under your contents cover for additional contents benefits, you cannot claim the same loss or damage under additional buildings benefits if you also hold buildings cover.

This cover is subject to the exclusions set out on pages 37-39.

If you make a claim for an additional contents benefit, you will not need to pay an excess. The amounts we will pay and the limits that apply are listed in the table below and are inclusive of GST.

Additional benefits	We will cover	We won't cover
<p>Alternative temporary accommodation (including pets)</p>	<p>Costs of alternative accommodation for up to 12 months if your contents suffer loss or damage and you are unable to live in your home as a result. The loss or damage must occur as a result of an event we have agreed to cover.</p> <p>We will pay:</p> <ul style="list-style-type: none"> • up to an amount that is equal to the weekly rental value of your buildings before the event occurred, and • the reasonable costs of alternative accommodation for your pets. <p>The maximum amount we will pay is up to 10% of the contents sum insured, as shown in your Schedule.</p>	<p>We will not cover this, or will reduce the amount we pay if you do not need to pay for alternative accommodation.</p>

Additional benefits	We will cover	We won't cover
Contents in a commercial storage facility	<p>Your contents for loss or damage while they are in a commercial storage facility in Australia up to the total contents sum insured, as listed on your Schedule.</p> <p>The loss or damage must occur as a result of an event we have agreed to cover.</p>	<p>Valuables, specified valuables, money or negotiable documents.</p>
Contents in transit	<p>Your contents for loss or damage while they are being transported by a vehicle to your home, or to a commercial storage facility within Australia, during your period of insurance.</p> <p>Loss or damage must occur as a result of theft following violent or forcible entry, or as a result of fire, collision or overturning of the vehicle that is transporting your contents.</p> <p>We will pay up to \$10,000.</p>	<p>We will not cover loss or damage:</p> <ul style="list-style-type: none"> • to glassware, crystal, crockery, mirrors or china • caused by denting, scratching, chipping or bruising.

Additional benefits	We will cover	We won't cover
<p>Document damage</p>	<p>Costs to reproduce or restore them if the documents kept in your home or in a bank vault suffer damage, including costs to reproduce or restore the information contained on the documents.</p> <p>We will pay up to \$1,000.</p>	
<p>Employees' belongings</p>	<p>Costs to repair or replace them up to the limits specified if your employees' belongings suffer loss or damage:</p> <ul style="list-style-type: none"> • as a result of an event we have agreed to cover • while your employees are working at your home and while your employees are doing domestic work for you. <p>We will pay up to \$7,500.</p>	<p>Contents that are already insured under another Policy by someone other than you.</p>

Additional benefits	We will cover	We won't cover
Fracture to limbs (if you are over 50 years of age)	<p>If you fracture an arm or leg as a result of an accident that occurs at your home and you are admitted to a hospital as an inpatient.</p> <p>We will pay \$500 per incident causing the fracture.</p> <p>The most we will pay in any one period of insurance is \$1,000.</p>	<p>Fractures that result directly or indirectly from:</p> <ul style="list-style-type: none"> • your participating in any professional sporting activity • a motor vehicle or motor bike accident • intentional self injury, suicide or attempted suicide • any illness or disease.
Frozen food	<p>Reasonable costs to replace the loss of frozen food to the limits specified, if your freezer breaks down or ceases to operate as a result of an event we have agreed to cover.</p>	
Funeral expenses	<p>The funeral costs if you, or any member of your family dies:</p> <ul style="list-style-type: none"> • as a result of an event that occurred at your home that we have agreed to cover, and • within 12 months of the event. <p>We will pay up to \$10,000.</p> <p>We will pay up to \$20,000 if you are over 50 years of age.</p>	

Additional benefits	We will cover	We won't cover
Guests' or visitors' belongings	<p>The cost to repair or replace if contents belonging to your guests or visitors suffer loss or damage as a result of an event we have agreed to cover.</p> <p>We will pay up to \$7,500.</p>	<p>Contents that are already insured under another Policy by someone other than you.</p>
Increase in sum insured	<p>If we agree to pay you for a loss of your contents for the total sum insured, we will increase your contents sum insured by the amount the Consumer Price Index (CPI) (all groups) has increased since the start of your current Period of Insurance, up to the date of loss.</p>	
Removal of debris costs	<p>Reasonable costs to remove any debris resulting from loss or damage to your contents from an event that we have agreed to cover.</p> <p>We will pay up to 10% of the contents sum insured.</p>	
Replacing keys and repairs to, and/or recoding of, locks and barrels	<p>Reasonable costs of replacing keys and repairs to, and/ or recoding of locks and barrels if a key to an external door or window lock of your buildings is stolen or lost as a result of an event we have agreed to cover. Any theft must be reported to the Police.</p>	

Additional benefits	We will cover	We won't cover
Storage costs	Reasonable costs to remove your contents and store them for up to 12 months if buildings you live in suffer loss or damage as a result of an event we have agreed to cover and you are unable to live in them as a result. We will also cover your contents while they are in storage.	
Veterinary expenses	<p>The veterinary expenses if your pet is injured as a result of a road accident in your period of insurance.</p> <p>We will pay up to \$500.</p> <p>We will pay up to \$1,000 if you are over 50 years of age.</p>	

Liability cover

What is liability cover?

Liability cover insures you for claims made against you if you are legally liable for:

- the death or injury of another person, or
- the loss or damage of another person's property;

occurring during the period of insurance.

When is liability cover provided?

Liability cover is automatically included as part of your buildings or contents cover. The cover provided varies if you have building cover, contents cover or both. Your Schedule shows which covers you have.

How much is the cover?

We will pay up to \$20 million for any one incident or series of incidents arising from the same cause. This amount is inclusive of any legal and associated costs relating to the claim made against you.

The cover provided is shown in the tables below, and any cover we provide is subject to exclusions outlined on pages 37-39.

Liability cover if you have insured your buildings

We will cover	We won't cover
We will cover you for the amount you are liable to pay for a liability claim arising from an incident at your home.	Any incident which does not occur at your home.
If your buildings are a total loss, we will cover you for the amount you are liable to pay for a liability claim arising from an incident at your home for up to six months from the date your buildings were destroyed.	This liability cover will cease on the earliest of the following: <ul style="list-style-type: none">• the date that re-construction commences at the home• if you sell your home, the date when risk passes to the purchaser; or• the date you take out a new buildings insurance policy for your home.

Liability cover if you have insured your contents

We will cover

We will cover you for the amount you are liable to pay for a liability claim arising from an incident occurring anywhere in:

- Australia
- Australia in connection with your position as a committee member of a sporting or social club
- the world for 120 consecutive days, starting from the time you leave Australia.

If you live in rented premises, we will cover you for the amount you have to pay as owner of your contents, or occupier of the rented premises.

We won't cover

We will not cover you for the amount you have to pay for any event that happens anywhere in Australia in connect with your position as a committee member of a sporting or social club if you receive more than \$1,000 per year for holding that position.

- We will not cover you for liability claims arising out of the use of a motor vehicle, motorcycle, watercraft, caravan or trailer except:
- a watercraft that is less than four metres long and not powered by a motor, or powered by a motor less than 10hp
- unregistered motorcycles or mini-bikes up to 125cc, which do not require registration by law
- unregistered motorised golf buggies, ride-on mowers and wheelchairs
- model or toy aircraft
- surfboard, kite surfer, sail board, surf skis, kayaks and canoes
- caravan or trailer when it is not attached to a motor vehicle.

For committee members

For contents cover, we will pay up to \$10,000 (inclusive of GST) for liability claims listed in the table below, arising from your position as committee member of a sporting or social club. This cover is not available for buildings cover.

We will cover	We won't cover
<ul style="list-style-type: none">• For your liability in connection with your position as a committee member of a sporting or social club.• For claims made against you for an alleged or actual act or omission during any one period of insurance.• Only cover one claim during any one period of insurance.	<ul style="list-style-type: none">• If you receive more than \$1,000 per year for holding this position.• For liability claims for loss or damage to someone else's property, or death or bodily injury to other people.• When you are a committee member of a committee other than a sporting or social club committee.• Any alleged or actual act or omission committed, or alleged to have been committed, prior to the commencement of the Policy.

Optional cover you can add to your Policy

You can broaden the scope of your cover by adding any of the following options. You will need to apply for these options, and if we agree to add these optional covers to your Policy, you will need to pay an additional premium and they will be listed on your current Schedule.

Accidental damage to buildings

This option will insure you for accidental damage to your buildings in addition to damage or loss from insurable events listed on pages 4-9.

By accidental damage, we mean damage to, loss or destruction of the buildings that make up your home, when it is caused by an unintentional act, or an unforeseen and uncontrollable event not specifically excluded under this Policy.

This optional benefit is available only if this Policy insures your buildings.

Accidental damage or loss to contents

This option will insure you for accidental damage or loss to your contents at your home including unspecified and specified valuables. This cover is in addition to the cover for damage or loss from insurable events listed on pages 20-25.

We will not pay for accidental loss or damage to sporting equipment while it is being used.

By accidental damage or loss, we mean damage to, loss or destruction of your contents and valuable items, when it is caused by an unintentional act, or an unforeseen and uncontrollable event not specifically excluded under this Policy.

This optional benefit is available only if this Policy insures your contents.

Cover away from home

With this option, you can extend accidental damage or loss cover to your personal effects and specified valuables. Personal effects include:

- clothing and apparel
- binoculars and telescopes
- spectacles and sunglasses
- handbags, briefcases, purses, wallets, suitcases and other travel bags
- wheelchairs, walking sticks, crutches
- prams, strollers, baby capsules and other baby carriers
- musical instruments
- unspecified valuables: (see page 18).

This option will insure you for damage or loss away from your home worldwide for up to 120 consecutive days. When you select this option, cover is automatically extended for accidental damage or loss to your personal effects and specified valuables at your home. This cover is in addition to the cover for damage or loss from insurable events listed on pages 20-25.

Your personal effects as defined above, will be covered up to \$3,000 per item and up to the total limit stated on your schedule for any one event. Specified valuables are covered up to the sum insured you have nominated, as listed on your Schedule.

The excess applying to this option will be shown on your Schedule.

Domestic Workers' Compensation

This optional benefit is available if this Policy insures your buildings and/or contents. By law, this option is only available to you if you reside in Australian Capital Territory, Northern Territory, Tasmania and Western Australia.

We will cover

If you employ a person to do domestic work around your home, such as cleaning or gardening, you are covered for the amount you are liable for if they are injured while working for you, subject to the relevant legislation in your State or Territory. An excess may apply to this option in your State or Territory. For exclusions to this cover, see pages 37-39.

We will pay

The cover only applies to employees, as defined by the respective State or Territory legislation, doing domestic work for your household insured by this Policy.

We won't pay

We will not cover any person that is working for you in your business, profession, trade or occupation, or if you are a landlord.

Exclusions

Any cover we provide is subject to the following exclusions:

- general exclusions (these apply to buildings, contents and liability covers)
- buildings and contents cover exclusions
- liability cover exclusions

General exclusions

We will not pay for any loss or damage, or liability caused directly by or indirectly by:

- any event that does not occur within your period of insurance
- war or warlike activity, however war does not need to be declared
- hostilities, rebellion, insurrection or revolution
- contamination or pollution by chemical and/or biological, radioactive and/or nuclear agents, which results from an act of terrorism
- lawful damage, destruction or confiscation of your property
- anything nuclear or radioactive
- mildew, atmospheric or climatic conditions
- damage to a heating element, however, we will pay for any loss or damage resulting from damage to a heating element
- storm surge except where it happens at the same time as flood
- erosion
- action by the sea unless the loss or damage is the result of a tsunami.

Buildings and contents cover exclusions

We will not pay for any loss or damage which is caused directly or indirectly by:

- settling, shrinkage or any movement of earth
- settling, shrinkage or expansion in buildings, foundations, walls or pavements
- erosion, rust, corrosion, gradual deterioration, depreciation, wear or tear
- vermin, birds or insects
- roots from trees, plants, shrubs or grass
- any process of cleaning involving the use of chemicals other than domestic household chemicals
- a defect in an item, structural defects, faulty or poor workmanship or design
- mechanical or electrical breakdown other than an electric motor burning out, unless the breakdown results in damage to your buildings or contents.

Liability cover exclusions

We will not pay for:

- personal injury to:
 - you;
 - anyone who normally lives with you; or
 - any person you employ where that injury arises from their employment with you
- loss or damage to property that you or anyone else that normally lives with you :
 - owns or is legally responsible for, or
 - controls
- loss or damage to property that belongs to any person you employ where that loss or damage arises from their employment with you.
- penalties, fines or awards of aggravated, exemplary or punitive damages made against you
- loss that can be reimbursed by your sporting or social club.

We will not pay for any liability caused directly or indirectly by:

- any alterations, repairs, renovations or additions to your home that cost more than \$75,000 (inclusive of GST)
- any personal profit or advantage that is illegal
- any disease that is transmitted by you, or any member of your family who normally lives with you
- any business, profession, trade or occupation carried out by you
- any agreement or contract you enter into, however, if you would have been liable without the agreement or contract, we will pay for that liability
- the use, removal of, or exposure to any asbestos product or products containing asbestos
- a conflict of duty or interest
- any act or omission that is dishonest, fraudulent, criminal, wilful or malicious
- deliberate or intentional acts by you, or anyone acting for you, to cause loss, damage or injury.

Your premium

How we calculate your premium

Your premium, including any taxes and charges, will be shown on your Schedule. We will base your premium on:

- the type and frequency of claims that you have made
- your insurance history
- your sum(s) insured
- the excess
- the type, location, construction and age of your buildings or contents.

Premiums are also subject to Commonwealth and State taxes and/or charges, including GST and stamp duty, which will be listed on your Schedule.

How to pay your premium

We offer a range of convenient payments options. You can pay your premium in:

- annually in one lump sum by credit card or direct debit, or
- in monthly instalments by direct debit to your nominated bank account or credit card, at no extra cost.

Problems with paying your premium

If you cannot pay your premium on time, please contact the Insurance Centre immediately on 132 062, weekdays from 8am to 8pm (Sydney time).

We may cancel your Policy in accordance with our legal rights if:

- you do not pay your annual premium by the due date
- you pay your premium by instalments and you are more than one month behind.

If you pay by instalments, we may refuse to pay a claim if at least one instalment of the premium is overdue for one month or more.

Your Policy

How to renew your Policy

Before your current Policy expires, we will send you an invitation to renew your Policy or we will advise you that we will not renew your Policy. An invitation to renew will include an updated Schedule and the new premium.

You will need to review the invitation to renew and comply with your duty of disclosure as outlined on pages 53-54. If you have any questions or if you need to change your cover, you must contact the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time).

If you have previously paid your premium by instalments, we will continue to deduct payments from your nominated account when your Policy is renewed. If you paid your last premium in one lump sum, we must receive your payment by the due date, otherwise your buildings or contents will not be insured.

How to change your Policy

It's important that all the details in your Policy are current and correct.

If you do not advise us of any changes in the details of the information you have given us, your insurance may be affected.

You should advise us if:

- any changes have been made to:
 - the address or location where your buildings or contents are insured
 - the occupancy of your home or the people who are insured under this Policy
 - your buildings such as additions or renovations
 - the use of your buildings
 - the value of your contents to be insured
- there are any other changes in your circumstances during the period of insurance.

If you tell us about any of these things, we may charge an additional premium, change the cover of your Policy, or cancel your Policy as allowed by law.

Step 1 – Contact us to change your Policy or update your details

Call the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time).

Step 2 – Check the changes

After we update your details, you will then be sent a Policy Endorsement Schedule. You will need to review the Policy Endorsement Schedule. If you have any questions or if you need to make any changes, you must contact the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time).

Step 3 – Pay your premium if it has increased

We will tell you if your premium has increased. If you pay your premium by instalments, we will adjust your instalments and commence deducting the new amount from your nominated account. If you pay your premium in one lump sum, we must receive your additional payment within one month.

How to cancel your Policy

If you want to cancel your Policy, call the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time). We may need your cancellation request in writing. If you cancel your Policy before it ends and provide no claim has been made, we will refund an amount for the unused premium.

Cooling off period

You have the right to cancel your Policy during the 21 day cooling off period after its commencement, provided no claim has been made within this period. If you cancel your Policy within this period, we will return to you any premiums you have paid us.

Claims

How to make a claim

To help us make the claims process as easy as possible for you, please follow these simple steps for buildings or contents claims.

Make sure you have all the relevant information to support your claim

We will need:

- any letters, notices or court documents about the event within 72 hours of receiving them
- the event report number for any claims in relation to theft, attempted theft, vandalism or a malicious act. The Police will provide you with this number when you report the event to them
- contact details, that you are able to obtain, of any other people involved in the event, including their name, current residential address and who they are insured with.

Call us on 132 062 (24 hours a day, 7 days a week) to make a claim

Our Claims Assistance Service is open 24 hours a day, 7 days a week so we can give you immediate advice and assistance with your claim. You will need to make your claim as soon as possible, as any delays may reduce the amount that we can pay, or prevent us from paying a claim.

To help us assess your claim when you call, we will ask you a range of questions and you may need to provide:

- proof of ownership
- an inspection of your buildings or contents
- quotes from a repairer.

At the time of making a claim under the Policy, you must provide us with certain GST information relevant to both your Policy and your claim. If you do not provide us with this information, we may deduct up to 1/11th of the amount otherwise payable in settlement of your claim.

If you need emergency repairs

If you need to make emergency repairs, we will arrange assistance through our preferred repairers and suppliers.

Excesses

You will need to pay only one excess for each claim you make for damage or loss arising from an insured event.

If you have both buildings and contents cover under one Policy and you have selected different buildings and contents excess amounts, then you will need to pay only the higher of these two excesses if you claim under both your buildings and contents cover for damage or loss arising from the same insured event. The excess amount(s) you have selected are shown in your current Schedule.

If you are claiming for any loss or damage that occurs as a result of an earthquake or tsunami, you will need to pay an additional excess of \$250.

We will tell you if you need to pay any excess to us or to a third party, such as a builder, supplier or a repairer.

How we settle a buildings claim

We will decide how we will settle your claim

If your buildings suffer damage, we will decide whether your buildings are repairable or a total loss.

If your buildings are a total loss and we accept your claim, full buildings replacement cover will apply unless we determine the buildings to be in a dilapidated condition at the time of a claim. In this case we may settle your claim for a reduced amount in accordance with our legal rights.

If we accept your claim, we will decide whether to:

- repair
- rebuild
- pay you the cost to repair or rebuild that part of your buildings that suffered damage (cash settlement).

Where we settle a buildings claim, we are entitled to retain the salvage.

Where claims are made for less than the sum insured, you will be fully insured again for your buildings for the amount shown on your Schedule.

If we settle your buildings claim on a total loss basis, then your Policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

What happens if we decide to repair your buildings

If we decide to repair your building(s), we will:

- only repair the part or parts of your building(s) that actually sustained damage, including damaged portions of fixed coverings to walls, floors and ceilings, in the rooms, halls or passages where the damage occurred, to a condition as close as possible to when new, but not better
- try to match any material used to repair your building(s) with the original materials or nearest equivalent available to the original materials
- ensure the repairs to your building(s) comply with government and local authority bylaws
- allow you to choose your own repairer or tradesperson, or we can help you to find one. We may decide not to accept your chosen repairer if the quote and credentials are not acceptable
- deal directly with the repairer or tradesperson concerning payment.

Note: If repairs do not start within six months of the acceptance of your claim, we may not pay any increase in costs caused by your delay.

What happens if we decide to rebuild your buildings in the event of a total loss

If we decide to rebuild your building(s) in the event of a total loss, we will:

- rebuild your building(s) to a condition as close as possible to when new, but not better
- ensure your building(s) comply with government and local authority bylaws
- allow you to choose your own repairer or tradesperson, or we can help you to find one. We may decide not to accept your chosen repairer if the quote and credentials are not acceptable
- deal directly with the repairer or tradesperson concerning payment.

You may choose to have the buildings replaced at another site, but we will not pay more than the Full Building Replacement cost would have been at the original site.

Note: If rebuilding does not start within six months of the acceptance of your claim, we may not pay any increase in costs caused by your delay.

What happens if we decide to pay you the cost to repair or rebuild your buildings

If we decide to pay you the cost to repair or rebuild your building(s) we will:

- pay you the cost of repairing your building(s) to a condition as close as possible to when new, but not better
- pay you the full building replacement cost of rebuilding your building(s) to a condition as close as possible to when new, but not better, in the event of a total loss
- deduct any:
 - excess
 - unpaid premium
 - input tax credit you would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999 if you had paid to repair or rebuild your buildings.

How we settle a contents claim

We will decide how we will settle your claim

If your contents suffer loss or damage, we will decide whether to:

- repair an item;
- replace an item; or
- pay you the cost to repair or replace the item.

If we do any of the above, we will pay up to the:

- contents or specified valuables sum insured, as listed on your Schedule
- maximum amount per item, set, pair, collection or system.

Where we settle a contents claim, we are entitled to retain the salvage.

To find out what we will pay, see pages 14-19.

Where claims are made for less than the sum insured, you will be fully insured again for your contents for the amounts shown on your Schedule.

Where a claim is for a total loss and we pay you the sum insured, then your Policy comes to an end and no refund of your premium is due.

What happens if we decide to repair your contents

We will repair the damaged item to the condition it was when new. However, if the item we are repairing is part of a pair, set, collection or system of items, we will only repair the part of the pair, set, collection or system of items that was damaged.

What happens if we decide to replace your contents

We will replace the item with the nearest equivalent new item.

If the item we are replacing is part of a pair, set, collection or system of items, we will only replace the damaged or lost item itself.

We will only replace wall, floor and ceiling coverings, including carpets, floating floorboards, internal blinds and curtains, in the room, hall or passage where the loss or damage occurred. We will not replace those items in the adjoining rooms, or in your entire home.

What happens if we decide to pay you the cost to repair or replace your contents

We will pay you the fair and reasonable cost we would have incurred to repair or replace the damaged or lost item. If the item is part of a pair, set, collection or system of items, we will only cover the value of the damaged or lost item itself and pay up to the value of that item as a proportion of the combined pair, set, collection or system of items (even though the pair, set, collection or system of items may consequently be less valuable).

We will pay this amount after deducting any:

- excess
- unpaid premium
- input tax credit you would have been entitled to under A New Tax System (Goods and Services Tax) Act 1999 if you had paid to repair or replace your contents or valuable items.

What happens if we decide to settle a specified valuables claim

We will reduce any payment for damage to or loss of a specified valuables item by the amount we pay you for the same item under contents cover.

Customer complaints

How to resolve a complaint or dispute

Call us

If you have a complaint, the first thing you should do is speak to the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time). If the Insurance Centre or claims officer are unable to resolve the matter for you, you can speak to a manager. If you are not satisfied with the decision, you can seek a review.

If your complaint relates specifically to a claim, you should speak with the claims officer managing your claim or call our 24 hours Claims Service on 132 062.

Seek a review

If the matter is not resolved after speaking with a manager, your complaint will be referred to an internal dispute resolution team who will conduct a review of your dispute. We will advise you of the results of your review within 15 working days of your request. If you are still not satisfied with the decision, you can seek an external review.

Seek an external review

If you are dissatisfied with our decision or the way we handled your complaint, you can seek an external review of the decision. The dispute resolution area will provide you with information about the options available to you, such as referring you to the external dispute resolution scheme administered by the Financial Ombudsman Service, which can be contacted at:

Address: GPO Box 3
Melbourne Victoria 3001
Phone : 1300 780 808
Email: info@fos.org.au
Website: www.fos.org.au

For further information about the complaint or dispute resolution procedures, please contact us on 132 062, weekdays from 8am to 8pm (Sydney time).

Our commitment to you

The General Insurance Code of Practice

We support the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers
- improve consumer confidence in the general insurance industry
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers
- commit insurers and the professionals they rely upon to higher standards of customer service.

You can get a copy of the Code from the Insurance Council of Australia website, www.insurancecouncil.com.au

Cooling off period

There is a cooling off period which lets you cancel your Policy within 21 days, after its commencement, with a full refund of your premium, provided no claims are made during this time.

Privacy

ING General Insurance

In this section, 'we', 'us' and "our" refers to ING General Insurance Pty Limited. We are committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy details how we manage your personal information and is available on request or may be downloaded from the ING Australia website at www.ing.com.au

We collect your personal information as it is necessary for us to assess your application for a particular product and to manage and administer the product. If you do not provide us with the requested information we may not be able to provide you with the insurance policies and other services you applied for. It may be necessary for us to disclose your personal information to certain third parties in order to assist us in providing, managing and administering your policy. The types of organisations to which we may disclose your personal information, include:

- organisations undertaking reviews of the accuracy and completeness of our information;
- organisations providing mailing, printing and marketing bureau (eg: telemarketing) services;
- organisations maintaining our information technology systems;
- authorised financial institutions;
- our solicitors, valuers and insurers for loan products;
- credit reporting agencies; and
- repairers, suppliers, assessors, loss adjustors or investigators.

We may also disclose your personal information in circumstances where we are required to do so by law. We, and other members of the ANZ Group of companies may send you information about our financial products and services from time to time. If you have further questions about our Privacy Policy or would like to access the information held by us about you, please write to us or contact us at:

Privacy Officer

ING Australia
GPO Box 75
Sydney NSW 2001

Phone 02 9234 8111
Fax 02 9299 3979
Email privacy@ing.com.au

QBE

The Privacy Act 1988 regulates the way private sector organisations, such as QBE, collect, use, protect and disclose personal information. We are committed to safeguarding your privacy and the confidentiality of your personal information. We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims made by you. Without this personal information we may not be able to issue insurance cover, administer your insurance or process your claim.

We, or our authorised agent, may disclose your personal information to:

- a mail house, records management company or technology service provider (for printing and/or delivery of mail, including secure storage and management of our records);
- a financier whose name appears on your policy (for the purpose of confirming the currency of your policy or when you have a claim and the insured property is a total loss, to confirm if the financier has a current interest);
- an organisation that provides you with banking facilities (for the purpose of arranging direct debit or other payment transactions or confirming payments made by you to us);
- any person authorised by you;
- a financial services provider or our agent who is arranging your insurance (for the purpose of confirming your personal and insurance details);
- another person named as a co-insured on your policy (for the purpose of confirming if full disclosure has been made to us);
- another insurer (to obtain confirmation of your no claim bonus or to assess insurance risks or to assist with an investigation) or to another insurer or reinsurer that may be located overseas (for the purpose of seeking recovery from them);

- a dispute resolution organisation such as the Financial Ombudsman Service (for the purpose of resolving disputes between QBE and you or between QBE and a third party);
- a related company that may provide computer hosting and support services that may be located overseas;
- a company to conduct surveys on our behalf for the purpose of improved customer services; and
- an insurance reference bureau (to record any claims you may make upon us).

In addition to the above, in the event of a claim we or our authorised agent may disclose your personal information:

- to a repairer or supplier (for the purpose of repairing or replacing your insured items)
- to an assessor or investigator (for the purpose of assessing your claim)
- to a lawyer or a recovery agent (for the purpose of defending an action by a third party against you or for recovering our costs including your excess or seeking a legal opinion regarding the acceptance of a claim)
- to an insurance reference bureau (for the purpose of recording any claims you make on your policy)
- to a witness to a claim (for the purpose of obtaining a witness statement)
- to another party in a claim (for the purpose of obtaining a statement from them or seeking recovery from them or to defend an action by a third party).

Personal information may also be obtained about you from the above people or organisations.

In addition we will:

- give you an opportunity to obtain access to your personal information and when necessary, correct any errors to this information. Generally we will do this without restriction or charge
- provide our dispute resolution procedures to you in respect of any complaint you may have regarding your personal information.

For further information about our Privacy Policy or to access or correct your personal information, please contact:

The Compliance Manager,

QBE Insurance (Australia) Limited,
GPO Box 82,
Sydney NSW 2001.

Email compliance.manager@qbe.com.

Updating our PDS

The information contained in this PDS is up to date at the time of its preparation. Information in this PDS is subject to change from time to time and may be updated by us. We will notify you of such changes via regular communications and on the ING Australia website www.ing.com.au/important-information. We will issue a Supplementary or replacement Product Disclosure Statement if there is a materially adverse change or omission. You can request a paper copy of any updated information, which will be provided to you free of charge, by contacting the Insurance Centre on 132 062, weekdays from 8am to 8pm (Sydney time).

Your responsibilities to us

Your duty of disclosure

Before you enter into an insurance contract with an insurer, the Insurance Contracts Act 1984 requires you to disclose to the insurer information to enable them to decide whether and on what terms your proposal for insurance is acceptable and to calculate how much premium is required for your insurance.

New business

What you must tell us

You will be asked certain questions when you first apply for a Policy. When answering these questions, you must be honest and you have a duty under law to tell us anything:

- known to you, and
- which a reasonable person in the circumstances would include in answer to the questions.

We will use the answers in deciding whether to insure you and anyone else to be insured under the Policy, and on what terms.

Who needs to tell us

It is important that you understand you are answering our questions in this way for yourself and anyone else whom you want to be covered by the policy.

If you do not tell us

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the policy as never having worked.

Renewal, variation, reinstatement or extension

When you renew, vary, reinstate or extend the policy, you have a duty, under the Insurance Contracts Act 1984, to disclose to us every matter that you know, or could reasonably be expected to know, is relevant to our decision whether to insure you and, if so, on what terms.

Your duty however does not require disclosure about any matter:

- that diminishes the risk to be undertaken by us
- that is of common knowledge
- that we know or, in the ordinary course of our business, ought to know
- as to which compliance with your duty is waived by us.

Non-disclosure

If you fail to comply with your duty of disclosure, we may be entitled to reduce our liability under the contract in respect of a claim or may cancel the contract.

If your non-disclosure is fraudulent, we may also have the option of avoiding the contract from its beginning.

Other conditions when you are insured with us

In addition to your duty of disclosure, there are other conditions that you must meet when you are insured with us.

You must:

- be honest in any statement you make in connection with your Policy
- pay your premium, including paying instalments regularly and on time
- take reasonable precautions to avoid a claim being made
- obey all laws and make sure anyone acting on your behalf obeys all laws
- comply with the conditions of this Policy
- not make a fraudulent claim under this Policy or any other Policy.

Conditions you must comply with when making a claim

Where allowed by law, we have a right to recover from any person, the amount of any monies payable to you under the Policy and we have sole discretion in the way we handle these matters. We will only pay a claim where you have complied with the following conditions:

- you have to be honest and you must give us any information or assistance we require to investigate and process your claim including allowing us access to your home to inspect it where necessary
- you must not admit liability or responsibility for a claim
- you must take reasonable precautions to prevent and mitigate any further loss, damage or liability arising
- you must contact the Police immediately if your buildings or contents suffer loss or damage as a result of theft or burglary, attempted theft or burglary, vandalism, or a malicious act
- unless you are preventing further damage, keep all damaged buildings or contents so we can inspect them if required and do not repair or replace any damaged buildings or contents without our consent.

Sanctions

You agree we may delay, block or refuse to process any transaction without incurring any liability if we suspect that:

- the transaction may breach any law in Australia or any other country
- the transaction may directly or indirectly involve the proceeds of, or be applied for the purposes of unlawful conduct.

Glossary

Words with a special meaning:

Accidental damage or loss: Damage to, loss or destruction of the buildings that make up your home, or your contents and valuable items, when it is caused by an unintentional act, or an unforeseen and uncontrollable event.

Action by the sea: Rise in the level of the sea, sea waves, high or king tides, tidal waves or any other movement of the sea other than tsunami.

Buildings: Buildings that you own or are legally responsible for as defined under 'What buildings we protect' on page 3.

Collectibles: An object of real or intrinsic value collected as an investment, hobby or general interest purpose and the item is not used as a household good or personal effect.

Contents: Contents that you own or are legally responsible for as defined under 'What contents we protect and how much will be paid' on pages 14-19.

Event/Incident: A single occurrence or a series of occurrences, including an accident or series of accidents, arising out of one event.

Excess: The amount you pay when you make a claim on your Policy. The amount and type of excess(es) that may apply to your Policy is shown on your current Schedule.

Fixtures and fittings: Any household equipment or household items that are permanently attached to your buildings.

Flood: The covering of normally dry land by water escaping, overflowing or released from the normal confines of any naturally occurring, manufactured or modified inland watercourse including rivers, creeks, channels, canals, lakes, lagoons, ponds, dams, reservoirs, wetlands or marshes.

Full Building Replacement: This is the total amount payable to rebuild your buildings at the insured site to the same size and standard as your current buildings in the event that a total loss occurs as a result of an insured event.

Home: Where your buildings or contents are located. This includes any land or other area that touches your home and for which any statutory authority has made you responsible, but it does not include the nature strip outside your home. Your home is located at the address shown on your current Schedule.

Malicious act: An act done with intent and without your consent.

Period of insurance: The length of time between the start date and end date of your Policy, as listed on your current Schedule.

Personal effects: Personal effects are :

- clothing and apparel
- binoculars and telescopes
- spectacles and sunglasses
- handbags, briefcases, purses, wallets, suitcases and other travel bags
- wheelchairs, walking sticks, crutches
- prams, strollers, baby capsules and other baby carriers
- musical instruments
- unspecified valuables.

These items are covered up to \$3,000 per item, pair, set, collection or system.

Pet: A domestic animal that you keep at or inside your home.

Policy: The contract between you and us which provides you with insurance cover in exchange for a premium. Your Policy is made up of:

- this Product Disclosure Statement and Policy (PDS) and any Supplementary PDS
- your current Schedule.

Policy Endorsement schedule: A document that includes any information from the existing Schedule that has not changed or varied, and confirms any alteration to the coverage, terms and conditions of your Policy and premium change. This replaces the existing Schedule.

Premium: The total amount you pay for your insurance, including applicable government taxes, such as GST, and any duties or charges payable by you. It is shown on your current Schedule. You can pay your premium annually in one lump sum or by instalments.

Schedule: Your current Schedule is a document outlining the details of your insurance cover. Alternatively, your Schedule may also be called a Policy Renewal or Endorsement Schedule.

Special conditions: Exclusions, restrictions or extensions to insurance cover that may be imposed on specific matters or people.

Specified valuables: Those valuables as defined on page 18 with an item value greater than \$3,000 (inclusive of GST) which you have listed on your Schedule.

Sporting equipment: Tools designed to be used in a leisure activity involving some element of physical activity or competition, excluding pedal cycles.

Storm surge: An increase in the water level caused by storm and tide.

Strata title: Title under a strata title or similar community title scheme where separate parts of the scheme building(s) have a separate legal title. Strata title usually applies to high rise apartments, townhouses, villas or duplexes.

Sum insured: The replacement value at today's prices for your buildings or contents. This will be listed on your Schedule. For buildings, this will be automatically calculated for you. For contents and specified valuables, this will be the value nominated by you and agreed by us.

Supplementary Product Disclosure Statement (Supplementary PDS): A separate document that updates, corrects or adds to the information contained in this PDS.

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 section of the public in fear, to resist or influence a government, or to further an ideological, religious, ethnic or similar aim.

Today's prices: The price at the time of purchasing the Policy.

Total loss: When we decide that it is uneconomical to repair or rebuild your buildings or where your claim for contents reaches your sum insured.

Unspecified valuables: Valuables as defined on page 18 that are not listed on your Schedule will be classified as unspecified valuables and cover will be limited to \$3,000 per item, pair, set, collection or system of items.

Us, we and our: Refers to ING General Insurance Pty Limited (ABN 56 072 892 365, AFSL 288160) for 50% Co-Insurance share and QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) for 50% Co-Insurance share.

Valuables: These are defined on page 18 and may be either specified valuables or unspecified valuables.

You and your: The person or people named as the insured on your current Schedule. If you are making a claim, 'you' also includes any member of your family, including your siblings, your domestic partner, you or your partner's unmarried children, your parents or your partner's parents, who live permanently with you. If more than one person is named as the insured, we will treat a statement, act, omission or claim by any one of these people as a statement, act, omission or claim by them all.

The insurer – Domestic Workers' Compensation

If your home is in Western Australia, the Australian Capital Territory, Tasmania or the Northern Territory, the insurer providing the Domestic Workers' Compensation cover is QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239545) (QBE). Cover is provided under a statutory Policy issued by QBE. Claims are managed by QBE.

This information in this document is current as at the date of preparation. Information about ING Australia's products and services and any up-to-date information is available by calling 132 062 or visiting www.ing.com.au

Customer Services

Phone 132 062

Email insurance@ing.com.au

Postal address

Customer Services

ING Australia

GPO Box 4028

Sydney NSW 2001

Website

www.ing.com.au/insurance

Co-insurers and Underwriters:

ING General Insurance Pty Limited

ABN 56 072 892 365

AFSL 288160

347 Kent Street Sydney

Phone: 132 062

QBE Insurance (Australia) Limited

ABN 78 003 191 035

AFSL 239545

82 Pitt Street Sydney

Phone: 133 723

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