

# Landlords Insurance

Product Disclosure Statement and Policy  
9 October 2006



This Product Disclosure Statement (PDS) has been designed to help you get the most out of your insurance policy.

Use the contents pages and topic index to help find what you are looking for. Important tasks such as taking out insurance or making a claim are explained in easy to follow steps. And we have included a glossary of words with a special meaning.

When you take out an insurance policy with us, the cover we agree to provide you is set out in your current schedule, and described in this PDS, as well as any Supplementary PDS we may issue. Together, they make up the terms and conditions of your insurance contract with us. Read them carefully and store them together in a safe place.

This PDS is issued by CGU Insurance  
ABN 27 004 478 371.

Any questions? Call the ING Insurance Centre on 1800 815 688, weekdays from 8am to 8pm (Sydney time) or visit [www.ing.com.au/insurance](http://www.ing.com.au/insurance)

# Contents

About this insurance	3
What this policy covers	6-7
Exclusions to your cover	25
Your responsibilities to us	31
Our commitment to you	33
How to take out insurance	37
How to make a claim	41
How to resolve a complaint or dispute	52
Glossary of words with a special meaning	53
Index	59
Contact us	back cover



Landlords Insurance 4

Excesses that may apply when you make a claim 5

Bond money we may deduct when you make a claim 5

## Landlords Insurance

Landlords Insurance provides cover for any accidental loss or damage to the buildings or contents that make up your rental property.

We also provide cover under specific conditions for a range of incidents and additional covers.

You can choose to take out a buildings policy, a contents policy, or a combined buildings and contents policy.

You can also add options to your policy for loss of rent, rent default and theft by a tenant, liability, strata title mortgagee protection and workers' compensation.

Your buildings or contents and the options you have chosen will be covered up to the sum insured, as listed on your current schedule.

To find out what this policy covers, see next page.

For exclusions to this cover, see page 24.

## Excesses that may apply when you make a claim

An 'excess' is your contribution towards the cost of a claim. We will tell you if you need to pay an excess when you make a claim.

The type of excess that applies to your policy and the amount of that excess will be listed on your current schedule. You may need to pay more than one type of excess when you make a claim. You will only need to pay this amount once when you make a claim.

Your excess will be increased by \$250 for any loss or damage that occurs as a result of an earthquake or tsunami.

Your excess will be increased by \$400 for any loss or damage that occurs as a result of:

- deliberate or intentional acts, or vandalism or malicious acts by your tenants or their visitors,
- your tenant leaving your building,
- your tenant ceases to pay rent,
- your tenant being evicted from your buildings, or
- the theft of any part of your buildings or contents by your tenants or their visitors.

When a claim is made for what we identify as one or more separate incidents, you will need to pay any excesses that apply for each separate incident we have identified.

## Bond money we may deduct when you make a claim

We will reduce the amount we will pay for loss or damage to your building or contents, rent default or legal expenses by any bond money that you are entitled to use to pay for or reduce the cost of any loss or damage.

## Buildings

<b>Buildings we will cover</b>	<b>8</b>
<b>What we will pay for buildings</b>	<b>8</b>
<b>Accidental Damage cover</b>	<b>10</b>
<b>Incident cover provided under specific conditions</b>	<b>11</b>
Burning out of an electric motor	11
Fire or explosion	11
Landslide or subsidence	11
Loss or damage by a tenant or their visitors	12
Storm, rainwater or wind	13
Theft or attempted theft	13
Water or liquid damage	14
<b>Additional cover included in this insurance</b>	<b>15</b>
Debris removal and demolishing	15
Mortgagee discharge costs	15
Rebuilding fees	16
Sale of your rental property	16
Sum insured	16
<b>Optional cover you can add to your policy</b>	<b>17</b>
Liability cover	17
Loss of rent	18
Rent default and theft by a tenant	19
Workers' Compensation	22

## Contents

<b>Contents we will cover</b>	<b>8</b>
<b>What we will pay for contents</b>	<b>10</b>
<b>Where your contents are covered</b>	<b>10</b>
<b>Accidental Damage cover</b>	<b>10</b>
<b>Incident cover provided under specific conditions</b>	<b>11</b>
Burning out of an electric motor	11
Fire or explosion	11
Landslide or subsidence	11
Loss or damage by a tenant or their visitors	12
Storm, rainwater or wind	13
Theft or attempted theft	13
Water or liquid damage	14
<b>Additional cover included in this insurance</b>	<b>15</b>
Debris removal and demolishing	15
Sum insured	16
<b>Optional cover you can add to your policy</b>	<b>17</b>
Liability cover	17
Loss of rent	18
Rent default and theft by a tenant	19
Strata title mortgagee protection	21
Workers' Compensation	22

## Buildings we will cover

We will cover residential buildings, their fixtures and fittings and any structural improvements at your rental property.

### Your buildings include

- Residential buildings, including
  - any professional offices or surgeries in those buildings
- Domestic outbuildings
- Fixed coverings to walls, floors and ceilings
  - these do not include fixed carpets, curtains or internal blinds
- Infrastructure for services, including infrastructure for the supply of electricity, gas, water, internet and telephone
- Items built in, fixed to, or on the buildings
- Blinds or awnings on the outside of the buildings
- Anything permanently built, constructed or installed on your rental property for domestic purposes.

### Your buildings do not include

- Buildings that a tenant is liable for under the terms of a written, rental agreement, **unless**
  - the building is listed under 'Your buildings include' as above
- Building materials
- Plants, shrubs, trees or grass.

## What we will pay for buildings

We will cover your buildings up to the sum insured, as listed on your schedule.

## Contents we will cover

We will cover household goods you own or are legally responsible for that are not fixed or fitted to your buildings at your rental property.

### Your contents include

- Items thinly covered with gold or silver that are not jewellery or watches
- Carpets, curtains or internal blinds
- Fixtures and fittings that you have installed if you are the owner of a strata title unit, **unless**
  - the body corporate or similar body has insured them
- Household goods
- Furniture and furnishings that are not built in
- Portable domestic appliances that are not built in
- Swimming pools, saunas and spas that are not built-in and their accessories
- 'Special contents', as listed on your schedule.

### Your contents do not include

- Unset precious/semi-precious stones
- Plants and trees growing outdoors, **unless**
  - they are growing in pots or tubs
- Animals, including birds and fish
- Jewellery and watches
- Items that contain gold or silver, **unless**
  - they are items thinly covered with gold or silver
- Furs
- Collections of stamps, money or medals
- Sporting equipment
- Clothing and personal effects
- Money and negotiable documents
- Battery-powered items as listed below
  - audio visual equipment
  - camera equipment, including accessories and unprocessed film
  - electronic diaries
  - GPS
  - mobile or portable phones
  - portable computers
- Pedal cycles, motorcycles, mini-bikes, caravans, trailers, aircraft, watercraft or motor vehicles, **unless**
  - they are ride-on mowers
- Building materials.

## What we will pay for contents

There are set maximum amounts that we will pay when you make a claim. These amounts are listed below and are included in your contents sum insured.

	The most we will pay
Contents	Up to the contents sum insured as listed on your schedule (inclusive of GST) in total
Any content item, pair, set, collection or system of contents items	\$20,000 (inclusive of GST) per item, pair, set, collection or system

### Nominating the amount we will pay for contents

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

### Increasing the amount we will pay for contents

You can increase the maximum amount we will pay for any content item, pair, set, collection or system by nominating an amount that is higher than \$20,000. Your contents will be listed on your schedule as 'special contents'.

## Where your contents are covered

We will cover your contents at your rental property for loss or damage as a result of an incident we have agreed to cover.

## Accidental Damage cover

We will cover your buildings or contents for any accidental loss or damage.

There are also a number of incidents we will cover under specific conditions – these are listed on the following pages.

If you make a claim, you will need to pay any excesses that apply – you will only need to pay this amount once.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 24.

## Incident cover provided under specific conditions

### Burning out of an electric motor

Buildings  
Contents

We will cover the cost to repair or replace your electric motor if it burns out or fuses.

We will only do this if your electric motor is:

- 15 years old or less, and
- no bigger than 3.7 kilowatts (5hp).

### Fire or explosion

Buildings  
Contents

We will cover your buildings or contents for loss or damage as a result of a fire or an explosion.

We will **not** cover loss or damage caused by a bushfire or grassfire within **48** hours of the start date of your policy, **unless**:

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

### Landslide or subsidence

Buildings  
Contents

We will cover your buildings or contents for loss or damage as a result of a landslide or subsidence.

We will **only** do this if the loss or damage occurs within **72** hours of:

- an earthquake or explosion
- a storm, including rainwater or wind, or
- liquid escaping from a fixed pipe, or an object attached to a pipe, fixed gutter, fixed tank or a drain.

## Loss or damage by a tenant or their visitors

### Buildings Contents

We will cover your buildings or contents for loss or damage caused by a tenant or their visitors, or their visitors' pets.

We will only do this if the loss or damage occurs as a result of:

- accidental breakage of any
  - fixed glass in your buildings, **including** any window tinting or shatter proofing material attached to the glass
  - fixed shower bases, basins, sinks, spas, baths and toilets
- fire or explosion, as described on the previous page
- impact by a vehicle
- water or liquid that escapes from:
  - 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 deliberate or intentional act, vandalism or a malicious act, **unless** it is a result of:
  - theft
  - tenant neglect, carelessness, poor housekeeping or unhygienic living habits
  - damage occurring during maintenance or repair operations carried out by the tenants or anyone acting on their behalf
  - damage caused by pets belonging to tenants or their visitors.

## Storm, rainwater or wind

### Buildings Contents

We will cover your buildings or contents for loss or damage as a result of storm, rainwater or wind.

We will **not** cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless**:

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will **not** cover:

- swimming pool covers, **including**
  - solar covers and plastic liners
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, **unless**
  - they have been installed and constructed according to the manufacturer's specifications
- free-standing gates, fences or walls that are made of timber and are more than 15 years old.

## Theft or attempted theft

### Buildings Contents

We will cover your buildings or contents for loss or damage as a result of theft or attempted theft.

We will **not** cover your buildings or contents for loss or damage as a result of theft by a tenant or their visitors.

The theft or attempted theft must be reported to the Police.

## Water or liquid damage

### Buildings Contents

We will cover your buildings or contents for loss or damage caused by water or liquid. We will also cover the cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.

We will **not** cover your buildings or contents for loss or damage caused by:

- flood
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under ‘Landslide or subsidence’
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.

We will cover the cost of repairing the item that caused the escape of water or liquid.

*For Landslide or subsidence, see page 11.*

## Additional cover included in this insurance

Your insurance includes a range of covers we refer to as ‘additional cover’. These covers are listed on the following pages. The additional cover we provide depends on whether you have a buildings policy, contents policy or a combined buildings and contents policy.

The amount we will pay for these covers is in addition to the sum insured, as listed on your schedule.

If you make a claim for an additional cover, you will not need to pay an excess.

Any cover we provide is subject to exclusions.

*For exclusions to this cover, see page 24.*

## Debris removal and demolishing

### Buildings Contents

We will cover the reasonable costs to demolish and remove any debris that results from loss or damage to your buildings or contents, up to 10 per cent of your buildings or contents sum insured.

The debris must occur as a result of an incident we have agreed to cover.

## Mortgagee discharge costs

### Buildings

If you make a claim for the total loss of your buildings, we will cover any legal costs associated with the discharge of any mortgage you have left owing.

The total loss must occur as a result of an incident we have agreed to cover.

## Rebuilding fees

### Buildings

If your buildings suffer loss or damage, and need to be rebuilt as a result, we will cover the costs of employing an architect or surveyor, and also pay any legal fees that arise from the rebuilding, up to 10 per cent of your buildings sum insured.

The rebuilding must occur as a result of an incident we have agreed to cover.

## Sale of your rental property

### Buildings

If you have entered into a contract to sell your rental property, we will extend your buildings cover to the purchaser until:

- the contract settlement date
- the purchaser insures the rental property, or
- the purchaser becomes liable for damage to the rental property

**whichever happens first.**

This cover will stop immediately if:

- the sale contract is terminated, or
- your buildings insurance comes to an end.

## Sum insured

### Buildings

### Contents

If we agree to pay you for a loss to your buildings or contents we will increase your sum insured for buildings or contents by the amount the Consumer Price Index (all groups) has increased since you took out your policy.

However, we will not increase your sum insured for special contents.

You will be fully insured again for your buildings or contents for the amounts shown on your schedule, **unless:**

- your claim is for a total loss and we pay you the sum insured, then your policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

## 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 this cover and pay an additional premium. Any options that we agree to add to your policy will be listed on your current schedule.

Any cover we provide is subject to exclusions.

For exclusions to this cover, see page 24.

## Liability cover

With this option, we will cover your legal liability as a result of any incident listed below that causes loss or damage to someone else's property, or death or bodily injury to other people, during your period of insurance.

We will cover liability claims up to the sum insured, as listed on your schedule, for any incident listed below.

This amount includes any legal costs that must be paid to defend the claim and any costs awarded against you.

If you choose this option, it will be listed on your schedule as 'Liability cover'.

If you have insured your buildings, including strata title or a similar scheme, we will cover you for the amount you have to pay as owner or occupier of the buildings.

If your buildings are a total loss, we will continue liability cover for any amount you have to pay as owner or occupier of the buildings for up to six months from the date your buildings are destroyed.

This cover will stop immediately if:

- construction commences at the home
- you sell the land, or
- you take out a new buildings insurance policy for the home.

### Liability cover (continued)

If you have insured your contents and you own part of the building that has been subdivided, we will cover you for the amount you have to pay as owner of your contents, or occupier of your part of the building.

If you have insured your contents we will cover you for the amount you have to pay because of any defect in your contents.

If you provide a car park for your tenant or their visitors to use, we will cover you for the amount you have to pay for damage to property while it is in the car park.

### Loss of rent

With this option, if your buildings or sections of your buildings suffer loss or damage and are uninhabitable as a result, we will cover any loss of rent equal to the weekly amount as stated on your rental agreement or periodic tenancy agreement for up to 12 months. The most we will pay is up to the sum insured, as listed on your schedule.

If you choose this option it will be listed on your schedule as 'Loss of rent'.

This cover applies when:

- loss or damage to your buildings or contents occurs as a result of an incident as listed in this PDS
- access to your rental property is prevented due to loss or damage to other property located near your rental property.

We will only cover loss of rent while your rental property is uninhabitable.

We will also provide cover for up to two weeks rent, up to \$1000 (inclusive of GST) after:

- a death of a sole tenant that occurs before the end of the tenancy period of your rental agreement or during a periodic tenancy agreement.

Cover will start from the date of death of the sole tenant.

We will not pay if the sole tenant had given you or your agent notice in accordance with the rental agreement or periodic tenancy agreement prior to their death.

- your rental agreement or periodic tenancy agreement is legally terminated by a Residential Tenancies Tribunal or another relevant authority on the grounds of hardship on the part of the tenant. Cover will start from when the termination order issued by the Residential Tenancies Tribunal or other relevant authority takes effect.

This cover will stop immediately if your rental property is re-tenanted.

An excess may apply to this option.

This option is available for buildings or contents policies.

### Rent default and theft by a tenant

With this option, we will cover:

- rent default and theft by a tenant
- legal costs you incur as a result of rent default or theft by a tenant.

If you choose this option, it will be listed on your schedule as 'Rent default and theft by a tenant'.

We will only cover rent default for the weekly amount your rental property is leased for, up to \$5,000 (inclusive of GST), less any excess or bond money that applies:

- if your tenant leaves your rental property before the end of the tenancy period of your rental agreement or periodic tenancy agreement, without giving you or your agent notice
- if your tenant is legally evicted from your rental property
- if your tenant stops paying rent owed to you or your agent.

We will only pay a rent default claim:

- if the tenant breaches your rental agreement or periodic tenancy agreement, **and**
- you have taken all reasonable steps legally available to you under the *Residential Tenancies Act 1987*, or other relevant State or Territory Legislation, to remedy non-payment and evict the tenant.

Your cover for rent default ceases if the rental agreement could have been legally terminated by you.

## Rent default and theft by a tenant (continued)

Cover for rent default will not apply if the rent is in arrears at the commencement date of this insurance. This cover will not commence until all rent arrears have been paid, and the tenant has paid a minimum of four consecutive weeks of the agreed rent in accordance with the rental agreement.

When a rental agreement defaults to a 'periodic tenancy agreement', we will only pay up to two weeks rent after a tenant vacates the building without notice.

When you or your agent issues a notice to leave to a tenant, we will only pay up to two weeks rent after the tenant vacates the building.

We will not pay a claim if your tenant leaves the building with, or without notice, and you have failed to rectify a 'Notice of Remedy' breach issued by the tenant to you.

This cover will stop immediately:

- if your rental property is re-tenanted, or
- when the term of your rental agreement ends.

We will **only** cover theft by a tenant or their visitors of

- any part of your buildings, up to the buildings sum insured, as listed on your schedule, after deducting any excess that applies, if you have insured your buildings
- your contents, up to the contents sum insured, as listed on your schedule, after deducting any excess that applies, if you have insured your contents.

If we have agreed to pay a rent default or theft by a tenant claim we will also cover legal costs as a result of rent default or theft by a tenant, up to \$1,000 (inclusive of GST)

- that you incur to:
  - legally evict a tenant
  - recover amounts owed to you by a tenant, **unless** the legal costs are solely to recover excesses that apply to a claim under this policy, or
  - recover amounts for items stolen from your rental property by a tenant or their visitors.

We will only pay your legal costs if we agree to pay them and before they are incurred.

An additional excess applies to this option.

## Strata Title Mortgagee Protection

**With this option, we will cover the amount you must pay to settle your mortgage following loss or damage to buildings that you own under a strata title or similar plan.**

If you choose this option the individual amount you nominate and any excesses that apply will be listed on your schedule under 'Strata Title Mortgagee Protection'.

We will pay up to the amount you owe on your mortgage, but no more than the sum insured, as listed on your schedule.

We will pay this amount to your mortgagee when you are required to pay your mortgagee in full, **however**

- the loss or damage must occur as a result of an incident we have agreed to cover.

We will only pay this when the body corporate

- has not insured the buildings, or
- has not insured the buildings for loss or damage you can claim for under this policy.

This option is available as a stand-alone policy.

An excess may apply to this option.

### Workers' Compensation

If you employ a person to do work around your rental property such as cleaning or gardening, you can add cover 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.

If you choose this option, it will be listed on your schedule as 'Workers' Compensation'.

You will need to check with your local Workers' Compensation Authority as this cover may be compulsory.

This cover only applies to employees doing work in connection with you as owner, operator or manager of the rental property. We will not cover any person that is working for you in your business, profession, trade or occupation.

An additional excess may apply to this option.

To find out who the insurer is for this option, see inside back cover.

Accidental Damage cover, Additional cover and Optional cover exclusions	24
Liability cover exclusions	25
General exclusions	26

## Exclusions to your cover

Any cover we provide is subject to the following exclusions.

### Accidental Damage cover, Additional cover and Optional cover exclusions

We will not cover any loss or damage as a result of, or caused by

- settling, shrinkage or any movement of earth
- erosion, rust, corrosion, gradual deterioration, depreciation, wear or tear
- rats, mice 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, or faulty workmanship or design
- breakage of mirrors, glassware, crystal, crockery or china while they are being used, cleaned or carried by hand
- mechanical or electrical breakdown other than an electric motor burning out, **unless**
  - the breakdown results in damage to your buildings or contents
- a tenant or their visitors or their visitors' pets, **unless**
  - we agree to cover the incident as described under 'Loss or damage by a tenant or their visitors'
- flood
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under 'Landslide or subsidence'
- water entering your buildings
  - through an opening made for any building, renovation or repair work
  - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- a tenant or their visitors or their visitors' pets, scratching, denting, chipping, rubbing, scuffing or chafing any surface.

## Liability cover exclusions

We will not cover any:

- personal injury to you, or any member of your family who normally lives with you, or anyone else who normally lives with you
- personal injury to any person you employ where that injury arises from their employment with you
- loss or damage to property that belongs to you, or is under your control, or any member of your family who normally lives, with you, or anyone else that normally lives with you
- 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.

We will not cover any liability as a result of, or arising from:

- any alterations, repairs, renovations or additions to your buildings that cost more than \$75,000 (inclusive of GST)
- any alterations, servicing, repairing or any additions to lifts, escalators or hoists, **including**
  - anything that is part of a lift, escalator or hoist
- 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, **unless**
  - the liability is as a result of, or arising from, you managing the buildings and their surrounds
- 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.

We will not cover any liability as a result of, or arising from:

- the use, removal of, or exposure to any asbestos product or products containing asbestos
- the use of a motor vehicle, motorcycle, mini-bike, caravan, trailer, aircraft or watercraft, **however**
  - we will cover liability that arises from ride-on mowers.
- servicing, repairing or maintaining any vehicle

### Liability cover exclusions (continued)

- the erection or demolition of buildings
- vibration or interference with the support of the land, buildings or other property
- the discharge, release or escape of any pollutants
- the removal, neutralising or cleaning up of pollutants
- any act of libel or slander.

### General exclusions

We will not cover any loss or damage, or liability as a result of, or arising from:

- any incident that does not occur within your period of insurance
- landslide or subsidence, **unless**
  - we agree to cover the incident as described under 'Landslide or subsidence'
- war or warlike activity, **however**
  - war does not need to be declared
- hostilities, rebellion, insurrection or revolution
- contamination by chemical and/or biological agents, which results from an act of terrorism
- lawful 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 as a result of damage to a heating element
- failure or inability of any item, equipment or computer software to recognise correctly, to interpret correctly or to process correctly any date, or to function correctly beyond any time when that item, equipment or computer software has not recognised, interpreted or processed correctly any date, **unless**
  - it results in loss or damage to your buildings or contents that is covered under this policy. This does not include resultant loss or damage to any frozen food, computer equipment or computer software.

We will not cover any loss or damage, or liability as a result of, or arising from:

- deliberate or intentional acts by you, or anyone acting for you, to cause loss, damage or injury
- flood or storm surge
- erosion, the action of the sea, tidal wave or high water, **unless**
  - the loss or damage is the result of a tsunami.



Your duty of disclosure	30
Your responsibilities when you are insured with us	31
Your responsibilities when you are making a claim	32
If you do not meet your responsibilities	32

## Your duty of disclosure

When you take out, renew, or change or vary a policy, or when you make a claim, you have a duty to answer our questions truthfully and provide us with any information that could affect our decision to insure you, or the terms of your policy. This is called your 'duty of disclosure'.

### What you must tell us when you apply to take out this policy

When applying to take out insurance we will ask you certain questions. When answering these questions, you must be honest, and you have a duty under the Insurance Contracts Act 1984 to tell us anything:

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

We will use your answers to help us decide whether to insure you and anyone else under this policy, and on what terms.

### Who you are answering the questions for

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

### If you do not answer our questions in this way

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

### Renewal, variation, reinstatement or extension of your policy

When your policy is renewed, varied, reinstated or extended you have a duty, under the **Insurance Contracts Act 1984**, to tell us anything that you:

- know, or
  - could reasonably be expected to know, and
- is relevant to our decision whether to accept the risk of insurance and, if so, on what terms.

Your duty does not require disclosure of anything that:

- diminishes the risk to be undertaken by us
- is of common knowledge

- we know or, in the ordinary course of business, ought to know, or
- is a matter that we indicate your duty has been waived by us.

### If you do not comply with your duty of disclosure

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

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

## Your responsibilities when you are insured with us

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

### You must tell us if:

- your buildings will be unoccupied for a continuous period of 60 days or more
- any changes have been made to
  - the address or location where your buildings or contents are insured
  - the use of your buildings
  - your buildings due to renovation, extensions or demolition
  - the people who are insured under this policy
  - the sums insured for your buildings or contents
- any people who are insured under the policy have
  - been convicted of any criminal offence
  - made a claim that is not true under this policy or another insurance policy
- there are any changes in 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, impose special conditions, or cancel your policy.

In addition, you must also:

- be truthful and frank in any statement you make in connection with your policy
- pay your premium, including paying instalments regularly
- take reasonable precautions to avoid a claim being made

- obey all laws and make sure anyone acting on your behalf obeys all laws
- follow the conditions of this policy
- not make a fraudulent claim under this insurance policy or any other policy.

## Your responsibilities when you are making a claim

When you make a claim you must meet a number of responsibilities.

### You must:

- be truthful and frank in any statement you make in connection with a claim
- take safe and reasonable steps to prevent any further loss, damage or liability occurring
- inform the Police as soon as possible if your buildings or contents suffer loss or damage as a result of theft or attempted theft, vandalism or a malicious act
- keep all damaged buildings or contents so we can inspect them if required
- give us any information or assistance we require to investigate and process your claim
- not pay or promise to pay for a claim, or admit responsibility for a claim
- not repair or replace any damaged buildings or contents without our consent.

In addition, you also give us your rights to claim from anyone else:

- if you have a right to claim from anyone else for an incident covered by us, you give us your rights to make that claim, to conduct, defend or settle any legal action and to act in your name – **you must not do anything which prevents us from doing this and you must give us all the information and cooperation that we require.**

## If you do not meet your responsibilities

If you do not meet your responsibilities, we may refuse or reduce a claim, cancel your policy, or do both. If we cancel your policy, we will advise you in writing.

The General Insurance Code of Practice 34

Our Guarantee 34

How we handle your personal information 35

## The General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

### The objectives of the Code

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

### Our commitment to you

We have adopted and support the Code and are committed to complying with it.

Please contact us if you would like more information about the Code.

See back cover for contact details.

## Our Guarantee

Our Guarantee assures you of quality insurance and service at all times.

### Fair Dealing Guarantee

We will meet any claims covered by your policy fairly and promptly.

### Money Back Guarantee

If you change your mind, we provide a cooling-off period which lets you cancel your policy within 21 days with a full refund of your premium. However, your cooling-off period no longer applies if you make a claim within this time.

### Service Guarantee

We will provide you with the highest standard of service.

## How we handle your personal information

We are committed to handling your personal information in accordance with the **Privacy Act 1988**.

We need to collect, use and disclose your personal information in order to consider your application and to provide the cover you have chosen.

You can choose not to give us some or all of your personal information, but this may affect our ability to provide you with cover.

### When you provide your personal information to us

You acknowledge and consent to us collecting and using your information to:

- consider your insurance application and any subsequent application for insurance
- underwrite and price any policy issued by us or our related entities
- calculate and offer discounts
- issue you with a policy
- administer the policy, **and**
- investigate, assess and pay any claim made by or against you.

For these purposes, you acknowledge and consent to us collecting your personal information from, and disclosing it on a confidential basis to ING Insurance Pty Limited ABN 56 072 892 365 (ING Insurance), other insurers, our related entities, insurance reference bureaus, law enforcement agencies, investigators and recovery agents, lawyers, any credit provider that has security over your property, assessors, repairers, suppliers retained by us to supply goods and services, advisers, and/or the agent of any of these.

**How we handle your personal information (continued)**

**When you provide personal information to us about another person**

You must be authorised to do so, and you must inform that person, unless informing them would pose a serious threat to the life or health of any individual:

- who we are
- how we use and disclose their information, and
- that they can gain access to that information.

**Privacy of your personal information – for marketing purposes**

In order to enhance our relationship with you, we and ING Insurance may use your personal information that you have provided us to offer you other products and services, which may be of benefit to you.

**When you provide your personal information to us – for marketing purposes**

You acknowledge and consent to your personal information being used on a confidential basis by us or ING Insurance to contact you by mail, phone, or email to provide you information on offers, products and services or for planning, market research and product development.

In using your personal information for these marketing purposes, we and ING Insurance may use and disclose your personal information to offer you our or ING Insurance’s products and services directly, or to any other organisation to carry out the above marketing purposes on our or ING Insurance’s behalf. However:

- Both us and ING Insurance will not use your information in this way if you have already told CGU Insurance and ING Insurance not to
- you must inform us and ING Insurance if you do not want your personal information disclosed or used for these marketing purposes.

You may request access to the information held by us and ING about you, your investment(s) and any other ING products or services which you may hold by contacting the ING Privacy Officer by mail to GPO Box 75, Sydney NSW 2001 or phoning 02 9234 8111.

How to apply for insurance	38
How to renew your insurance	38
How to cancel your policy	39
How to change your policy	39
Your premium	40

## How to apply for insurance

### 1 If you are taking out a policy with us for the first time

Call the ING Insurance Centre on 1800 815 688, weekdays from 8am to 8pm (Sydney time), or visit [www.ing.com.au/insurance](http://www.ing.com.au/insurance)

If we agree to insure you, we will send you a schedule setting out the details of your policy.

### 2 Pay your premium

*See Your premium, page 40.*

*See Your responsibilities when you are insured with us, page 31.*

## How to renew your insurance

### 1 If you already have a policy with us

We may send you an offer to renew your insurance before your current policy expires.

We will send you an updated schedule and quote a premium based on the information contained in your current policy.

*If you have any questions, contact the ING Insurance Centre.*

### 2 Review the proposed policy and premium we offer

If you paid your last premium by instalments, we will continue to deduct payments from your nominated account. 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.

### 3 Pay your premium

*See Your premium, page 42.*

## How to cancel your policy

### 1 If you want to cancel your policy, contact us on 1800 815 688, weekdays from 8am to 8pm (Sydney time)

We may need your request in writing. If you cancel your policy before it ends, we will refund an amount for the unused premium.

### 2 If you want to cancel during the cooling-off period, contact us

You have the right to cancel your policy within the 21 day cooling-off period, provided no claims have been made.

If you cancel your policy within this period we will return to you any premiums you have paid to us.

## How to change your policy

### 1 Contact us on 1800 815 688, weekdays from 8am to 8pm (Sydney time) to change or vary your policy

You will be sent an endorsement schedule that includes any changes or variations you have requested and we have agreed to, and any special conditions we may have applied to that agreement.

### 2 Check the changes

### 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 continue to deduct 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.

## Your premium

### 1 How we calculate your premium

We will base your premium on the type of cover you have chosen, including any options that you have added, your sum insured, the excess, the type, location, construction and age of your buildings or contents, the level of security you have, your previous insurance and claims history, and any special conditions that we have applied.

Premiums are also subject to Commonwealth and State taxes and/or charges. These include the Goods and Services Tax and stamp duty.

Your premium, including any taxes and charges, will be listed on your schedule.

### 2 How to pay your premium

You can pay your premium in one lump sum, or by instalments.

If you pay your premium in one lump sum, you can pay by cash, cheque or credit card.

If you pay your premium by instalments, you can pay by credit card or by direct debit from a financial institution.

We may cancel your policy if:

- you do not pay your premium
- your cheque or credit card is dishonoured by your financial institution, **or**
- you pay your premium by instalments and you are more than one month behind.

We may refuse to pay a claim if:

- you pay by instalments and at least one instalment of the premium has remained unpaid for a period of at least **14** days.

How to make a claim 42

How we settle a buildings claim 43

How we settle a contents claim 46

How we settle a loss of rent claim 49

How we settle a rent default claim 50

How we settle a theft by a tenant claim 51

How to resolve a complaint or dispute 52

## How to make a claim

### 1 Make sure you have all the information you need to support your claim

We will need:

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

### 2 Contact the ING Insurance Centre

You need to make your claim as soon as possible.

Any delays may:

- reduce the amount that we pay, or
- prevent us from paying a claim.

We will give you immediate advice and assistance with your claim, 24 hours a day, 7 days a week.

We will ask you a range of questions to help us assess your claim. We may:

- ask you to provide us with proof of ownership
- need to inspect your buildings or contents
- need quotations from a repairer.

### 3 If you need emergency repairs

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

To find out how we settle a claim, see next page.

## How we settle a buildings claim

### 1 We will decide how we will settle your claim

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

- repair
- rebuild, or
- pay you the cost to repair or rebuild that part of your buildings that suffered loss or damage.

If we do, we will:

- pay you up to the building's sum insured, as listed on your schedule
- only repair, rebuild or pay you for the part or parts of the building that actually sustained loss or damage, including damaged portions of fixed coverings to walls, floors and ceilings only in the room, hall or passage where the damage occurred
- try to match any material used to repair your buildings with the original materials or nearest equivalent available to the original materials
- repair or pay you the costs to repair your buildings if the damage was caused by water or liquid that escaped from a bath, basin, sauna, spa, shower base or shower wall, **however**
  - we will not pay the costs to repair or replace the bath, basin, sauna, spa, shower base or shower wall.

When we settle your claim, the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

### 2 You must pay any excess that applies

If you make a claim, you will need to pay any excesses that apply.

If you are claiming for any loss or damage that occurs as a result of:

- a deliberate or intentional act, or vandalism or a malicious act by a tenant or their visitors, you will need to pay an additional excess of \$400

### How we settle a building claim (continued)

- an earthquake or tsunami, you will need to pay an additional excess of \$250.

The loss or damage must occur within 72 hours of the earthquake occurring.

You must pay any excess to us, or to the builder – we will tell you who to pay the excess to.

If we choose to pay you, we may deduct the amount of excess from the amount we settle your claim for.

When a claim is made for what we identify as one or more separate incidents, you will need to pay any excesses that apply for each separate incident we have identified.

For excesses that may apply, see your current schedule.

### 3 If you are entitled to use bond money

We will reduce the amount we will pay for loss or damage to your buildings or contents by any bond money that you are entitled to use to pay for or reduce the cost of any loss or damage.

### 4 If we decide to repair or rebuild your buildings and your current schedule shows 'including replacement benefit'

We will repair or rebuild the part of your buildings that suffered the loss or damage to a condition as close as possible to when new, but not better.

If we rebuild your buildings, we will also pay the amount that you need to pay to ensure your buildings comply with government legislation and local authority bylaws, **unless** you were required to pay these amounts before the loss or damage occurred, and you did not do so, **however**

- if the cost of repairing the damage is less than 50 per cent of the cost of rebuilding your buildings, we will only pay for the additional costs for the damaged portions.

If the rebuilding or repair is limited by government legislation or local authority bylaws that reduce the floor area of your buildings, we will

- pay the actual cost of rebuilding or repairing the reduced floor area of your buildings
- pay the difference between the actual costs of rebuilding or repairing the reduced floor area of your buildings and the estimated costs of rebuilding or repairing your buildings had the limit not applied
- pay you what the value of the land was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land after the loss or damage occurred and any amount that you receive as compensation for the loss, **however**
  - the most we will pay is the unused portion of your sum insured.

You can choose your own repairer or tradesman or we can help you find one.

If we authorise repairs, we will deal directly with the repairer or tradesman about payment.

### 5 If we decide to repair or rebuild your buildings and your current schedule does not show 'including replacement benefit'

We will:

- repair your buildings to the condition they were in just before the loss or damage occurred
- pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred, or
- pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

## How we settle a building claim (continued)

### 6 After we agree to settle a claim

The repair or rebuilding work on your buildings must start within six months of the loss or damage occurring, otherwise you will have to pay any increase in costs caused by the delay.

If the work does not commence in this period, we will do one of the following:

- repair your buildings to the condition they were in just before the loss or damage occurred
- pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred, or
- pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

### 7 If your building is a total loss

We will pay you the sum insured for your buildings, as listed on your schedule, after deducting:

- any excess,
- any unpaid premium, and
- any 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.

If we pay you the sum insured, then your policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

## How we settle a contents claim

### 1 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 we will pay up to:

- the contents sum insured, as listed on your schedule, and
- the maximum amount per item, set, pair, collection or system.

If the item is part of a pair, set, collection or system, we will only cover the value of the item itself, **however**

- the most we will pay is the value of the item as a proportion of the combined pair, set, collection or system.

To find out what we will pay, see page 10.

### 2 You must pay an excess that applies

If you make a claim, you will need to pay any excesses that apply.

If you are claiming for any loss or damage that occurs as a result of:

- a deliberate or intentional act, or vandalism or a malicious act by a tenant or their visitors, you will need to pay an additional excess of \$400
- an earthquake or tsunami, you will need to pay an additional excess of \$250. The loss or damage must occur within 72 hours of the earthquake occurring.

You must pay any excess to us, or to the supplier or repairer – we will tell you who to pay the excess to.

If we choose to pay you, we may deduct the amount of excess from the amount we settle your claim for.

When a claim is made for what we identify as one or more separate incidents, you will need to pay any excesses that apply for each separate incident we have identified.

For the type and amount of excess that may apply, see your current schedule.

## How we settle a contents claim (continued)

### 3 If you are entitled to use bond money

We will reduce the amount we will pay for loss or damage to your buildings or contents by any bond money that you are entitled to use to pay for or reduce the cost of any loss or damage.

### 4 If we decide to repair your contents

When damage or loss occurs to:

- any item that consists solely of fabric
- carpet which is 10 years old or more, or
- any other contents item that is 15 years old or more we will repair the damaged item to a condition it was in before the loss or damage occurred.

If loss or damage occurs to any other contents item, we will repair the damaged item to the condition it was when new.

If the item we are repairing is part of a pair, set, collection or system, we will only cover the part of the pair, set, collection or system that was damaged.

### 5 If we decide to replace your contents

When damage or loss occurs to:

- any item that consists solely of fabric
- carpet which is 10 years old or more, or
- any other contents item that is 15 years old or more we will replace the item with an item of the same condition. The replacement item will not be better than the item replaced.

When loss or damage occurs to any other contents item, we will replace the item with the nearest equivalent new item.

We will only replace wall, floor and ceiling coverings, including carpets, internal blinds and curtains, in the room, hall or passage where the loss or damage occurred.

We will not pay to re-carpet adjoining rooms, or your entire rental property.

We will only pay the cost of replacing the item even though the pair, set, collection or system to which it belongs is less valuable because it is incomplete.

If the item we are replacing is part of a pair, set, collection or system, we will only cover the value of the item itself, **however**

- the most we will pay is the value of the item as a proportion of the combined pair, set, collection or system.

Any salvage becomes our property.

### 6 If we decide to pay you the cost to repair or replace your contents

When damage or loss occurs to

- any item that consists solely of fabric
- carpet which is 10 years old or more, or
- any other contents item that is 15 years old or more our payment will be reduced to allow for wear, tear and depreciation.

When loss or damage occurs to any other contents item, we will pay you the cost to repair or replace it.

We will pay you the fair and reasonable costs to repair or replace your contents as described in Steps 1, 3 and 4, after deducting

- any excess, **and**
- any 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.

We will only pay the cost of replacing an item that is part of a pair, set, collection or system, even though the pair, set, collection or system to which it belongs is less valuable because it is incomplete.

Any salvage becomes our property.

How we settle a contents claim (continued)

## How we settle a loss of rent claim

### 1 If we decide to pay your loss of rent claim

We will pay you loss of rent equal to the weekly amount as stated on your rental agreement or periodic tenancy agreement for up to 12 months.

The most we will pay is up to the sum insured as listed on your schedule.

### 2 If we decide to pay your death of a sole tenant or tenant hardship claim

We will pay you up to two weeks rent.

The most we will pay is \$1,000 (inclusive of GST).

### 3 You must pay any excess that applies.

If you make a claim, you will need to pay any excess that applies. The amount of your excess is shown on your schedule.

When a claim is made for what we identify as one or more separate incidents, you will need to pay any excesses that apply for each separate incident we have identified.

## How we settle a rent default claim

### 1 If we decide to pay your rent default claim

We will pay you the rent default up to \$5,000 (inclusive of GST). We will calculate the rent default based on:

- the weekly amount your rental property is leased for under your rental agreement or periodic tenancy agreement
- the number of weeks in rent default.

### 2 You must pay any excess that applies

If you make a claim, you will need to pay any excess that applies to your building or contents. The amount of your excess is shown on your schedule.

Your excess will be increased by \$400 for any claim that arises from a tenant:

- leaving your buildings
- ceasing to pay rent, or
- being evicted from your buildings.

### 3 If you are entitled to use bond money

We will pay you the cost of the rent default and any legal expenses. We will reduce this amount by the amount of any bond money remaining after deducting any allowable re-letting expenses and any other costs or expenses you are legally entitled to, however

- if a tribunal orders the refund of the bond money to the tenant, on the grounds of hardship, an excess equal to four weeks rent will apply to your claim.

## How we settle a theft by a tenant claim

### 1 If we decide to pay your theft by a tenant claim

Refer to:

- How we settle a buildings claim on page 43
- How we settle a contents claim on page 46.

### 2 You must pay any excess that applies

If you make a claim, you will need to pay any excess that applies. The amount of your excess is shown on your schedule.

Your excess will be increased by \$400 for any claim arising from the theft of any part of your buildings or your contents by your tenant or their visitors.

When a claim is made for what we identify as one or more separate incidents, you will need to pay any excesses that apply for each separate incident we have identified.

## How to resolve a complaint or dispute

### 1 Talk to us first

If you have a complaint, the first thing you should do is speak to a staff member in the area concerned. If your complaint relates specifically to a claim, speak with the claims officer managing your claim.

See back cover for contact details.

If the staff member or claims officer are unable to resolve the matter for you, you may speak to a manager. If you are not satisfied with the decision, you can go to step 2.

### 2 Seek a review

If the matter is still not resolved, the manager will refer you to the relevant internal dispute resolution area who will conduct a review of your dispute.

If you are still not satisfied with the decision, you can go to step 3.

### 3 Seek an external review

You are entitled to 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 Insurance Ombudsman Service (IOS).

Further information about the complaint or dispute resolution procedures is available by contacting us.

See back cover for contact details.

### Accidental loss or damage

Damage to, loss or destruction of the buildings that make up your rental property, or your contents when it is caused by an unintentional act, or an unforeseen and uncontrollable incident.

### Allowable re-letting expenses

Re-letting expenses as specified in the current rental agreement for your property.

### Bond money

Money paid by the tenant and held as security against damage to the property, outstanding rent or other costs. Your policy operates on the basis that your tenant has paid bond money that equals at least four weeks rent.

### Claim

A separate identifiable incident for which the policy provides cover.

Where multiple incidents are submitted at the same time or on the same claim form, they will be treated as separate claims for the application of any policy excess or limitation.

### Deliberate or intentional act

A conscious or reckless act done without the owner's permission.

### 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.

### Excess

The amount you pay when you make a claim on your policy. The amount and type of excess that may apply to your policy is shown on your current schedule and in this PDS.

The amount of your excess will be increased if you make a claim for:

- an earthquake or tsunami
- vandalism or a malicious act
- a deliberate or intentional act
- rent default
- theft by a tenant.

Your excess and any additional excesses will apply for what we identify as each separate identifiable incident.

### **Fixtures and fittings**

Any household items or household equipment that are permanently attached to your buildings.

### **Flood**

The covering of normally dry land by water escaping or released from the normal confines of a watercourse or lake, whether or not it is altered or modified. Flood also includes water escaping from the confines of any reservoir, channel, canal or dam.

### **Incident**

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

### **Period of insurance**

The length of time between the start date and end date of your policy, as listed on your current schedule.

### **Periodic tenancy agreement**

Applies when a tenant continues to occupy the rental property, after a fixed-term rental agreement has expired, and the rental agreement does not provide for its continuation, and a:

- notice to leave
- notice of intention to leave, or
- abandonment termination notice has not been given by the tenant to you, or your agent, or by you, or your agent to the tenant.

The tenant is then treated as being under a periodic tenancy agreement on the same terms which applied immediately before the rental agreement ended. This does not include any term about the agreement's term.

### **Pet**

A domestic animal that you keep in your rental property or at your rental property.

### **Premium**

The total amount you pay for your insurance that includes 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.

### **Rent**

The amount of money paid, or payable, by the tenant to rent your rental property.

### **Rent default**

When a tenant fails to pay the agreed rent and is in breach of a written, rental agreement or periodic tenancy agreement.

### **Rental agreement**

The agreement between you or your agreement agent and the tenant. This agreement must be in writing and state:

- the term of the rental period
- the amount of rent payable to you
- the amount of the bond money that the tenant is required to pay.

### **Schedule**

Your current schedule is a document outlining the details of your insurance cover. Your schedule may be called a policy, renewal or endorsement schedule.

### **Special conditions**

Exclusions, restrictions or extensions to cover that are imposed on specific matters or people.

### **Sporting equipment**

Equipment designed to be used in a leisure activity that involves some element of physical activity or competition, excluding pedal cycles.

### **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**

Your nominated replacement value at today's prices for your buildings or contents. This will be listed on your schedule.

### **Supplementary Product Disclosure Statement (SPDS)**

A separate document that updates, corrects or adds to the information contained in this PDS.

### **Tenant**

The person(s) named in the rental agreement or periodic tenancy agreement and including that person's partner, children, pets, and any other person(s) permanently living at your rental property.

Any person(s) including that person's partner, children, pets and any other person(s) living at your rental property under a rental arrangement that is not a rental agreement or periodic tenancy agreement.

**Terrorism**

Any act which may involve the use of, or threat of, force, violence or biological or chemical warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim, or to intimidate or influence a government or any section of the public.

**Total loss**

When we decide that it is uneconomical to repair or rebuild your buildings or contents.

**Unoccupied rental property**

A rental property that no-one has lived in for 60 consecutive days or more.

**Us, we and our**

Refers to CGU Insurance Limited  
ABN 27 004 478 371.

**Vandalism or a malicious act**

A wrongful act motivated by malice, vindictiveness or spite with the intention of damaging the property.

**You and your**

The person or people named as the insured on your current schedule.

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.

If you are making a claim, 'you' also includes your domestic partner, you or your partner's unmarried children, and you or your partner's parents who normally live with you.

**Your buildings**

Buildings that you own or are legally responsible for.

**Your contents**

Contents that you own or are legally responsible for.

**Your rental property**

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

**Your policy**

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

- this Product Disclosure Statement and policy booklet (PDS) and any supplementary PDS, plus
- your current schedule.



## A

- Accidental damage cover, 10, 24
- Accidental loss or damage, 4, 10
- Additional cover, 15-16, 24
- Allowable reletting expenses, 50, 56
- Answering questions, 30
- Applying for insurance, 38

## B

- Bond money, 5, 44, 47, 51
- Building claims settlement, 43-46
- Buildings cover, 8, 31
- Bushfire, 11

## C

- Cancelling your policy, 31, 39
- Changing your policy, 39
- Claim
  - how to make, 42
  - settling them, 43-51
- Contents cover
  - described, 8
  - maximum amounts payable, 10
  - claims settlement, 46-51
- Cooling-off period, 34
- Complaints procedure, 52
- Cover when rental property sold, 16
- Cyclone, 13

## D

- Debris removal, 15
- Deliberate act, 12, 54
- Demolition costs, 15
- Dispute resolution, 52
- Duty of disclosure, 30-31

## E

- Electric motors, 11
- Excess
  - accidental damage cover, 10
  - additional cover, 15
  - buildings, 43-46
  - contents, 47
  - defined, 54
  - loss of rent, 50
  - rent default, 50
  - theft by a tenant, 51
  - when payable, 5
- Exclusions to cover, 24-27
- Explosion, 11

## F

- Fees for rebuilding, 16
- Fire, 11
- Flood, 13, 14, 24, 27, 55

## G

- General exclusions, 26-27
- General insurance code of practice, 34
- Glossary, 54-58
- Grassfire, 11
- Guarantee, 34

## I

- Incident cover, 11-14
- Instalment premium, 40
- Insurance contracts act 1984, 30
- Insurance ombudsman service, 52
- Intentional act, 12, 54

## L

landslide or subsidence, 11, 13, 14, 24, 27

Liability cover

exclusions, 25-26

general, 26-27

when building total loss, 15-16

Liquid damage, 14

Loss of rent, 18-19

## M

Malicious act by tenant, 12, 54

Mortgagee discharge costs, 15

## O

Optional cover, 17-22, 24-27

Our commitment to you, 34-36

## P

Periodic tenancy agreement, 19, 50, 54

Personal information, 35-36

Police, reporting of incidents, 13, 32, 42

Premiums, 40, 55

Privacy of information, 34-36

## R

Rainwater, 13

Rebuilding fees, 16

Renewing insurance, 38

Rent default and theft by a tenant, 19-20, 56

Rental agreement, 19, 20, 49, 50, 56

Responsibilities to us, 31-32

## S

Settling a claim

buildings, 43-46

contents, 46-49

Sole tenant death, 18, 50

Special contents, 9

Storm, 11

Strata Title Mortgagee Protection, 21

Sum insured, 4, 8, 10, 16, 18

## T

Tenant hardship, 19, 50

Tenants, 5, 12, 19-20, 24

Terrorism, 26, 57

Theft or attempted theft, 13, 42

Total loss of building, 16, 17, 46, 57

Tsunami, 27

## U

Unoccupied buildings, 31, 57

## V

Vandalism by tenant, 12, 57

Variation of your policy, 39

## W

Water damage, 14, 24

Wind loss or damage, 13

Workers' compensation, 22

## Y

Your responsibilities to us, 31-32

## The insurer – Workers' Compensation

If your home is in Western Australia, Tasmania or the Northern Territory, the insurer providing the Workers' Compensation optional cover is Insurance Australia Limited trading as CGU Workers Compensation, ABN 11 000 016 722.

ING General Insurance Pty Limited ABN 56 072 892 365 AFSL 288160 trading as ING Insurance acts under its own Australian Financial Services Licence Number 288160 and under an agreement with the insurer, CGU Insurance Limited ABN 27 004 478 371 AFSL 238291. An IAG Company. Phone: 131 532

This PDS is issued by CGU Insurance.

This booklet contains information about ING's insurance products and services. The information was current at the date of preparation. More information about ING's products and services, and up-to-date information may be available by calling 1800 815 688 or visiting [www.ing.com.au](http://www.ing.com.au). We will also give you a free paper copy of any updates if you request them. If it becomes necessary, we will issue a supplementary or replacement PDS.

**For more information or a quote:**

- call the ING Insurance Centre on 1800 815 688, weekdays from 8am to 8pm (Sydney time)
- visit [www.ing.com.au/insurance](http://www.ing.com.au/insurance)

**Intermediary**

ING General Insurance Pty Limited

ABN 56 072 892 365

AFSL 288160

Trading as ING Insurance

**Insurer**

CGU Insurance Limited

ABN 27 004 478 371

AFSL 238291

An IAG Company.



> INVESTMENT > INSURANCE  
> SUPERANNUATION