

Product Disclosure Statement



Essentials

by AAI

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Introduction

Welcome to Essentials by AAI

Thank you for choosing Essentials by AAI to provide you with insurance cover for your contents and/or car. If you need anything in relation to your insurance, or if you need to make a claim, please contact us on 1800 429 598.

Our goal

Our goal is for you to be confident in the knowledge that we are here to assist you when you need us to and to provide you with peace of mind. We want you to be satisfied in all your dealings with us.

Essentials by AAI is committed to:

- providing easily accessible insurance;
 - listening carefully to what you tell us;
 - providing you with low cost, flexible cover so you can choose the type and level of cover depending on your needs;
 - communicating with you professionally and in plain language;
- and**
- resolving any complaints or concerns you have with us in a timely manner.

Why is this document important?

This Product Disclosure Statement (PDS) is an important legal document that contains details of Essentials by AAI if you purchase this product from us. It also explains in the 'Important information about us' statement (see page 8), certain information about the financial services we offer, how we are remunerated and what relationships we have with others, to help you decide if you would like to use the services we offer. This PDS also explains how we will deal with your complaint if you ever have a concern with your dealings with us.

Before you decide to buy this product from us, please read this PDS carefully. If you purchase this product, your policy comprises of this PDS and your certificate of insurance which shows the details particular to you, including whether you have taken out either contents or car insurance (or both), and the level of cover.

The information in this PDS was current at the date of preparation. We may update some of the information in the PDS that is not materially adverse from time to time without needing to notify you. You can obtain a copy of any updated information by contacting us on 1800 429 598 or at www.essentialsbyaai.com.au. We will give you a free paper copy of any updates if you request them. If it becomes necessary, we will issue a Supplementary Product Disclosure Statement (SPDS) or replacement PDS.

PED Guide

Throughout this PDS you will be referred to a guide called: Premiums, Excesses, Discounts and Claim Payments Guide, indicated as 'Refer to the PED Guide for further information'. This guide will provide you with further information and is available at www.essentialsbyaai.com.au. You can also obtain a copy of this guide on request, at no charge, if you contact us.

Communicating with you

We may agree to send your policy documents and policy related communications electronically. This will be by email and/or other types of electronic communication methods. Policy documents and policy communications will be provided to you in this way until you tell us otherwise or we tell you it is no longer suitable. If we agree to communicate with you electronically, you will need to provide us with your current email address and your Australian mobile phone number.

Each electronic communication will be deemed to be received by you at the time it leaves our information system.

Cooling off period

After this insurance begins or you renew your policy for another period of insurance, you have **21** days to consider the information in your PDS. This is called the 'cooling off period'. If you wish, and provided you have not made a claim, you can exercise your cooling off rights within **21** days from the day cover began or was renewed. When you exercise your cooling off rights, we will refund in full the money you have paid for that period of insurance but you will have no cover from when your policy would have otherwise begun or from your renewal date.

Alternatively, you can cancel your policy at any time during the period of insurance. When you do this and unless we tell you otherwise, you will have cover up until the date of cancellation. For more information see 'Cancellation by you' on page 68.

Who is this product designed for?

This insurance product is specially designed for people who are unable to access traditional insurance products and only require very limited cover for essential contents items and/or limited cover for their car. It is designed to be accessible to people through a support agency.

The contents cover provided by this policy is designed to cover your essential domestic contents items that are necessary for everyday living. There is no cover for any building.

The car cover provided by this policy is designed for owners of passenger cars (including 4WDs, utilities and vans) who use their car in one or more of the following ways:

Private: you do not use your car to earn an income (except if you are driving to and from work) and/or you only use your car occasionally for work or for volunteer work.

Business: you use your car for your work or business but not in a way listed above.

When you take out car cover with us we will ask you how you use your car. Also, you must tell us if you change the use of your car while you hold car cover with us and when you renew your policy.

We rely on the accuracy of your information

When we agree to insure you, to renew or vary your policy, or to pay your claim, our decision relies on the accuracy of the information you give us. If that information is not accurate, we can reduce or deny any claim you may make or cancel your policy. We never want to have to do that, so you must answer honestly, correctly and completely the questions we ask about:

- You/Your;
- your insured contents items;
- your car;
- any other people who drive or will drive your car;
- where your car is kept;
- any events that may result in a claim on your Essentials by AAI policy.

When you receive your renewal, please carefully check the information it shows about you and your insured contents items and/or car. If any of that information is incorrect or incomplete, please call us on 1800 429 598 and we will update our records.

Joint policyholders

When you insure your items in the names of more than one person, each person is a joint policyholder and is able to make changes that we agree with to the policy. We will treat a statement, act, omission, claim, request or direction (including to alter or cancel your policy) made by one as a statement, act, omission, claim, request or direction by all those named as the insured on your certificate of insurance.

Words in your policy

Some words when used in this PDS have special meanings. See the words we have given a special meaning to in the 'What do we mean by that?' section on pages 68 to 72.

Important information about us

This important information about us statement was completed on 31 July 2015.

Who are we?

The organisation, employee or volunteer (your provider) who told you about this product is a representative of AAI Limited (AAI).

Who do we act for?

Your provider is acting as an agent for AAI in all matters concerning this insurance. The contact details for AAI are on the back cover. AAI has authorised this 'Important information about us' statement.

AAI has prepared this PDS and is the insurer of the policies referred to under 'What financial services do we offer?' that may be arranged by your provider.

What financial services do we offer?

Your provider is authorised by, and acts on behalf of AAI to arrange, 'Essentials by AAI' policies issued by AAI. If any general or personal financial product advice is provided to you in relation to this product, then AAI is responsible for that advice.

How are we paid for providing the financial services?

Your provider does not receive any commissions or benefits from AAI for the insurance policies it arranges or any advice it may provide.

How we deal with a complaint

AAI provides a complaint resolution process. For full details see page 73.

About your premium

The premium is the amount you pay us for this insurance and it includes stamp duty, GST, other government charges and any fire services levy (FSL) that applies. The total amount payable will be shown on your certificate of insurance or, if you pay by instalments, the amount due each fortnight or month will be shown on your certificate of insurance as 'instalment amount'.



Refer to the PED Guide for further information

Paying your premium

We will tell you how much you have to pay and how much time you have for payment on your certificate of insurance. You must pay this premium by the due date to get this insurance cover. You can pay in one annual payment or, if we agree, by instalments.

Unless we tell you, any payment reminder we send you does not change the expiry or due date. If you do not pay the full amount, we may reduce the period of insurance so it is in line with the amount you paid.

If you make a change to your policy details it may affect the premium you need to pay for the remainder of your period of insurance.

Instalment options

If we agree, you can pay your premium by the following instalment options:

- fortnightly as an agreed deduction from your Centrelink payment via Centrepay (<http://www.humanservices.gov.au/customer/services/centrelink/centrepay>); **or**
- fortnightly or monthly directly from a nominated bank account or credit card.

Late annual payments

If you do not pay your premium by the due date in the first year of insurance with us, we will give you a written notice of policy cancellation.

If you do not pay the premium due on renewal by the due date, you will have no cover from the due date.

If we accept your late payment, we might recommence your cover from the date we receive your payment. If so, you will have no cover for the period from the due date until the date of payment.

Overdue instalments

If you pay your premium by instalments and your instalment is overdue, we can do one or both of the following:

- refuse to pay a claim if an instalment is **28** days (or more) overdue;
- cancel your policy if an instalment is **1** month (or more) overdue. We will notify you of the cancellation.

Your responsibilities

You must:

- take all reasonable care to prevent theft, loss, damage or legal liability;
- follow all of the terms and responsibilities set out in your policy;
- provide honest and complete information for any claim, statement or document supplied to us.

Not meeting your responsibilities

If you do not meet your responsibilities, it may lead us to do one or both of the following:

- reduce or refuse to pay your claim;
- cancel your insurance policy.

When you need to contact us

You must contact us:

- when any details on your certificate of insurance are no longer accurate, such as the insured address where your contents and/or car are kept;
- when your contact details change;
- when trespassers (squatters) occupy the insured address;
- if you have chosen car insurance and:

- you replace your car;
- there are any changes to the physical condition of your car (e.g. hail/ice rain damage);
- you plan to, or have, added accessories or modifications to your car (see page 40);
- the drivers of your car change;
- the way you use your car changes (see page 7);
- you intend to use your car on a competition race track, competition circuit, competition course or competition arena (other than for a driver education course where the speed will not exceed **100km/h** and there will be no timing of cars at any time), and you want us to consider covering that use.

What we will do when you contact us

When you contact us and tell us about these changes, we may decide to impose an excess (for details see page 56), charge an additional premium or apply a special condition to your policy. In some cases, it could mean we can no longer insure you and we will cancel your policy.

When changing address

When you are permanently changing your residential address within Australia you need to contact us within **14** days to advise of this change if you want cover to continue.

Contents insurance

We will cover your insured contents items for loss or damage caused by an insured event (for details see pages 21 to 28) during the period of insurance at both your insured address and your new address for up to **14** days from when any of your

insured contents items first arrive at the new address. The most we will pay for your insured contents items in both locations is the sum insured for the level of cover you have selected.

Car insurance

We will cover your car at the new address for up to **14** days.









After 14 days

Once your insured contents items and/or car have been at the new address for **14** days all cover under this policy ends unless you have contacted us to change the insured address, we have agreed to continue cover and you have paid us any extra premium we ask for.

Choosing your cover

This product is designed to allow you to choose the type of insurance and level of cover to best suit your needs.

Essentials by AAI contains two cover types and each cover type offers two levels of cover you can choose from. The cover type and level/s of cover that applies to your policy will be shown on your certificate of insurance.

Cover type	Level of cover	
Contents insurance	 CONTENTSCOVER  Up to \$10,000	 CONTENTSPPLUS  Up to \$20,000
	 CARCOVER  Up to \$3,000 or market value whichever is lesser	 CARPLUS  Up to \$5,000 or market value whichever is lesser

CONTENTSCOVER

ContentsCover provides cover for loss or damage to insured contents items caused by a range of insured events, including flood, and comes with some additional features.

CONTENTSPPLUS

ContentsPlus provides the same cover as ContentsCover but comes with a higher sum insured.

CARCOVER

CarCover provides limited cover for your car of up to **\$3,000** or market value whichever is lesser, and comes with some additional features.

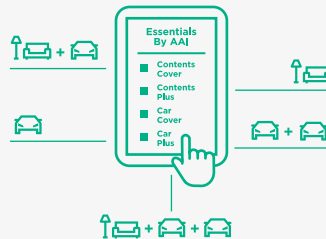
CARPLUS

CarPlus provides the same cover as CarCover but has a higher limit of **\$5,000** or market value whichever is lesser.

Choose individual cover or build your own

It's up to you how your policy looks based on the cover type and levels of cover you choose. You can have a maximum of one contents cover and up to two car covers per policy. Here are some examples of how you can build your cover to best suit your needs.

Build cover that's right for you!



Sum insured

The sum insured is the most you can claim for your insured items in any one incident. The contents sum insured for all insured contents items and the car/s sum insured for each level of cover is detailed in the table on page 14. In addition to the sum insured you may be able to claim on the additional features offered by this policy (see pages 29 to 30 and pages 42 to 43 for details).

Warning – if your car is underinsured you may be out of pocket

This policy provides limited cover for your car – up to a maximum of **\$3,000** or **\$5,000** depending on the level of cover you choose. If the market value of your car is higher than the car sum insured on your policy and we declare it a total loss following an incident, then you may suffer a financial loss.

For example, the market value of your car is **\$8,000** and you take out CarPlus cover. If you have an accident and your car is a total loss, then we'll pay you the sum insured (**\$5,000**) less any deductions that may apply (see 'If your car is a total loss' on page 65 for details). In this example, you could be out of pocket by **\$3,000** or more.

See page 66 for how we deal with the car's salvage value when your car is underinsured.

GST

Limits and the most we pay amounts stated in the PDS and on your certificate of insurance include GST.

About your contents insurance cover

Who we cover – You/Your

You/Your refers to the person or persons named as the insured on your certificate of insurance and members of your family who normally live with you at the insured address.

Family means:

- your spouse, partner or de facto;
- your parents, parents-in-law, grandparents;
- your children, grandchildren, brothers and sisters, including their respective spouse, partner or de facto; **and**
- the children, parents, parents-in-law, grandparents, grandchildren, brothers and sisters of your spouse, partner or de facto.

Where we cover

The insured address

If you have chosen either ContentsCover or ContentsPlus we cover your insured contents items at the insured address. The insured address is the address/location shown on your certificate of insurance. It also includes all land adjoining the insured address that you have a legal right to occupy. The insured address does not include common/communal property.



Away from the insured address

If you have chosen either ContentsCover or ContentsPlus and you temporarily remove the insured contents items from the insured address to another residence in Australia in which you are temporarily residing, your insured contents items are covered for loss or damage caused by an insured event at the new location.

The longest period that we will cover insured contents items temporarily removed from the insured address is **90** consecutive days.

There is no cover for:

- insured contents items whilst in transit;
- theft of insured contents items without forced entry into the temporary residence;
- insured contents items while they are in a motorised vehicle, caravan, camper trailer, slide on camper, mobile home, trailer or horse float.









What we cover as insured contents items

The table on pages 19 to 20 shows the contents items that you own or are responsible for that we will cover and the maximum amount we will pay for those items for each incident under each level of cover. The insured contents items are grouped into item types and a limit applies to each item type. You can claim for any combination of the contents items listed in the table on pages 19 to 20 but we will only pay up to the sum insured for the level of cover you have chosen in any one incident.

Note: There is no cover provided under this policy for contents items that are not listed in the table on pages 19 to 20.

Item type	Insured items	Limits – the most we will pay for each item type	
		 CONTENTSCOVER	 CONTENTSPUS
White goods	<ul style="list-style-type: none"> • Fridge • Freezer • Washing machine • Clothes dryer • Air conditioner • Vacuum cleaner 	<p></p> <p>\$3,000 in total per incident</p>	<p></p> <p>\$6,000 in total per incident</p>
Electrical kitchen appliances	<p>Items such as :</p> <ul style="list-style-type: none"> • Microwave • Toaster • Kettle • Portable hotplate • Electrical cooking appliances • Blender 	<p></p> <p>\$800 in total per incident</p>	<p></p> <p>\$1,000 in total per incident</p>
Home entertainment	<ul style="list-style-type: none"> • Television • Audio and video entertainment devices • Digital media players • Music system • Radio • Wireless audio 	<p></p> <p>\$1,000 in total per incident</p>	<p></p> <p>\$2,000 in total per incident</p>
Electronics	<ul style="list-style-type: none"> • Laptop or desktop computer • Tablet • Phone • Printer • Game console • Camera 	<p></p> <p>\$2,000 in total per incident</p>	<p></p> <p>\$4,000 in total per incident</p>



Item type	Insured items	Limits – the most we will pay for each item type	
		 CONTENTSCOVER	 CONTENTSPUS
Furniture	Items such as: <ul style="list-style-type: none">• Bedroom furniture• Dining room furniture• Lounge room furniture	 \$2,500 in total per incident	 \$5,600 in total per incident
Medical aids and equipment	<ul style="list-style-type: none">• Hearing aids• Non motorised wheelchair• Prescription glasses• Walking frame• CPAP machine• Sphygmomanometer• Diabetic monitoring device• Tens machine• Commode	 \$500 in total per incident	 \$1,000 in total per incident
Bicycles	<ul style="list-style-type: none">• Bicycle	 \$200 in total per incident	 \$400 in total per incident

What your contents are covered for – insured events

We cover your insured contents items for loss or damage at the insured address caused by an insured event during the period of insurance. There are some things we do not cover and these are shown in the ‘We do not cover’ section of the following tables on pages 21 to 28 and in the ‘What we do not cover – contents insurance’ section on pages 35 to 38.

Flood

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by flood.</p>	<ul style="list-style-type: none"> • loss or damage caused by actions or movements of the sea or storm surge; • loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage to your insured contents items caused by a landslide or subsidence proved to have occurred within 72 hours of, and directly because of, flood; • the cost of cleaning your undamaged insured contents items.



Storm

We cover	We do not cover
Loss or damage to your insured contents items caused by storm.	<ul style="list-style-type: none">• loss or damage to your insured contents items caused by actions or movements of the sea or storm surge, but we will cover loss or damage caused by storm surge if it occurs at the same time as other insured damage at the insured address caused by storm;• loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage to your insured contents items caused by a landslide or subsidence proved to have occurred within 72 hours of, and directly because of, a storm;• the cost of cleaning your undamaged insured contents items.

Lightning

We cover	We do not cover
Loss or damage to your insured contents items caused by lightning, including power surge caused by lightning.	<ul style="list-style-type: none">• any claim where the Australian Government Bureau of Meteorology has no record of lightning in your area at the time of the loss or damage;• loss or damage without written confirmation from a qualified repairer saying lightning was the actual cause of the loss or damage.

Fire

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by fire (burning with flames).</p>	<p>Loss or damage arising from:</p> <ul style="list-style-type: none"> • heat, ash, soot and smoke when your insured contents items have not caught on fire unless it is caused by a burning building within 10 metres of the insured address; • arcing, scorching or cigarette burns unless a fire spreads from the initial burn spot; • pollution or vapour from a home heater or a cooking appliance unless a fire spreads from the initial source.

Earthquake and Tsunami

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by an earthquake or tsunami.</p>	<ul style="list-style-type: none"> • loss or damage caused by actions or movements of the sea or storm surge; <p>Note: 'Tsunami' is not an action or movement of the sea, see page 69.</p> <ul style="list-style-type: none"> • loss or damage that occurs more than 72 hours after an earthquake or tsunami; • loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage to your insured contents items caused by a landslide or subsidence proved to have occurred within 72 hours of, and directly because of, an earthquake.



Theft or Burglary

We cover	We do not cover
Loss or damage to your insured contents items caused by thieves or burglars.	Loss or damage: <ul style="list-style-type: none">• caused by you or someone who lives at the insured address;• caused by someone who entered the insured address with:<ul style="list-style-type: none">- your consent;- the consent of someone who had your authority to allow them access to the insured address.

Accidental breakage of glass

We cover	We do not cover
Accidental breakage of fitted glass in furniture items covered by this policy.	<ul style="list-style-type: none">• any accidental breakage which has occurred while the furniture items are outside the building;• the screen or glass of any computer, television set or other type of visual or audio electronic device;• any glass in contents items that are not included in the list of furniture items covered by this policy (see pages 19 to 20);• the cost to remove broken glass from carpets or other parts of the building;• any loss or damage if the breakage does not extend through the entire thickness of the damaged item (e.g. chips or scratches).

Escape of liquid

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by liquid leaking, overflowing or bursting from any of the following:</p> <ul style="list-style-type: none"> • refrigerators, freezers, dishwashers and washing machines; • any drain, fixed pipes, roof gutters or guttering and rainwater downpipes, drainage and sewage systems; • fixed tanks; • swimming pools or spas; • waterbeds; • baths, sinks, toilets and basins; • fixed heating or cooling system; • water main, fire hydrant or water supply pipe; • an aquarium. 	<ul style="list-style-type: none"> • loss or damage caused by flood or storm surge; • wear and tear, or loss or damage by the escape of liquid occurring as a result of a gradual process of leaking, splashing, dripping or overflowing over a period of time when you could reasonably be expected to be aware of this condition; • the cost of repairing or replacing the item from which the liquid escaped; • the cost of locating the source of the escaped liquid; • leaks from agricultural pipes; • loss or damage caused by liquid from a portable container, such as plant pot, vase, terrarium, fish bowl, beverage container, saucepan, bucket or watering can; • loss or damage caused by liquid from a watering system or hose; • loss or damage caused by a leaking shower floor or base, shower cubicle walls, shower glass screening or doors; • loss or damage caused by wear, tear, rust, fading, rising damp, mould, mildew, corrosion, rot.



Impact

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by impact at the insured address from:</p> <ul style="list-style-type: none">• a falling tree or part of a falling tree including the roots;• power poles;• TV antennas or satellite dishes, communication aerials or masts;• watercraft, aircraft, motor vehicles or trailers;• an object falling from a motor vehicle or aircraft;• space debris or meteorites.	<ul style="list-style-type: none">• loss or damage caused by flood or storm surge;• the cost of removing or lopping fallen trees or branches that have not damaged your insured contents items;• loss or damage caused by trees being lopped, felled or transplanted by you or someone authorised by you.

Damage by an animal

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by an animal.</p>	<p>Loss or damage caused by:</p> <ul style="list-style-type: none">• any animal owned by you or that you are responsible for;• any animal allowed onto the insured address by you or anyone living at the insured address;• insects, vermin or rodents, but we will cover damage they cause if it is covered under the following insured events:<ul style="list-style-type: none">- 'Fire' (see page 23);- 'Escape of liquid' (see page 25);• animals pecking, biting, clawing, scratching, tearing or chewing your insured contents items, or damage caused by their urine or excrement. But we will cover damage to your insured contents items caused by an animal (except insects, vermin or rodents) which becomes accidentally trapped inside the building at the insured address and which does not belong to you or anyone living at the insured address.

Explosion

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by an explosion.</p>	<ul style="list-style-type: none"> • loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, but we will cover loss or damage to your insured contents items caused by a landslide or subsidence proved to have occurred within 72 hours of, and directly because of, an explosion.

Riot, civil commotion or public disturbance

We cover	We do not cover
<p>Loss or damage to your insured contents items caused by riot, civil commotion or public disturbance e.g. damage caused by a violent crowd moving down your street.</p>	<ul style="list-style-type: none"> • loss or damage caused by you or someone who lives at the insured address; • loss or damage caused by someone who entered the insured address: <ul style="list-style-type: none"> - with your consent; - with the consent of someone who had your authority to allow them access to the insured address; • loss or damage if you or someone living with you participated in the riot, civil commotion or public disturbance.



Malicious acts and vandalism

We cover	We do not cover
Loss or damage to your insured contents items caused by malicious acts or vandalism.	<ul style="list-style-type: none">• loss or damage caused by you or someone who lives at the insured address;• loss or damage caused by someone who entered the insured address:<ul style="list-style-type: none">- with your consent;- with the consent of someone who had your authority to allow them access to the insured address.

Motor burnout

We cover	We do not cover
<p>The burning out or fusing of electric motors in an insured contents item that happens in the period of insurance.</p> <p>Cover includes the reasonable cost to repair and replace:</p> <ul style="list-style-type: none">• the electric motor or compressor containing the motor;• an entire sealed unit, filter, dryer and re-gassing if the electric motor is inside a sealed refrigerator or freezer. <p>If an electric motor or motor in an insured contents item cannot be repaired or replaced, we will pay the replacement cost of an equivalent motor or motor in a sealed unit of the same specification and standard available today. We will not pay for the replacement of the whole appliance unless it costs us less than it would to repair or replace the motor.</p>	<ul style="list-style-type: none">• any amount you can recover under a manufacturer's guarantee or warranty;• loss or damage to motors forming part of equipment used in conjunction with your trade, business activity or occupation;• loss or damage to a refrigerator or freezer caused by spoiled food.



Refer to the PED Guide for further information

Additional features

If we accept your claim for loss or damage to your insured contents items due to an insured event, we will also provide the following additional features. For 'Food and medication spoilage' you can make a claim even when you have not made a claim for loss or damage to your insured contents items. The additional features and their limits are paid in addition to the sum insured for your insured contents items.

In some circumstances, we may decide to make an additional feature available to you before we accept or agree to pay your claim. If we do this, it does not mean that your claim has or will be accepted or that we have otherwise agreed to pay your claim. If we later decide that we cannot accept or pay your claim then the cover available under an additional feature will not apply and we may decide to recover the costs from you.

There are some things we do not cover under these additional features and these are shown in the 'We do not cover' section of the following tables on pages 29 to 30 and in the 'What we do not cover - contents insurance' section on pages 35 to 38.

Food and medication spoilage

We cover	We do not cover
<p>We will cover spoilage of refrigerated food, frozen food and refrigerated medicines at the insured address caused by:</p> <ul style="list-style-type: none"> • an insured event; or • the sudden escape of refrigerant fumes; or • electrical or electronic breakdown, failure or malfunction; or • the public electricity supply failing to reach the insured address. <p>The most we will pay for any one incident in the period of insurance is \$200.</p> <p>If you make a claim under this additional feature no excess applies.</p>	<p>Loss or damage:</p> <ul style="list-style-type: none"> • to a refrigerator or freezer caused by spoiled food; • arising from the deliberate act or omission of a power supply authority unless this action is in the interest of public safety.



Temporary accommodation costs

We cover	We do not cover
<p>When we agree you cannot live at the insured address while it is being repaired or rebuilt then:</p> <ul style="list-style-type: none">• if you own and live at the insured address, we will pay the reasonable temporary accommodation costs for you and your pets that you normally keep at the insured address; or• if you are a tenant, we will pay any reasonable extra rent costs for temporary accommodation for you and your pets that you normally keep at the insured address. <p>We will also pay the reasonable and necessary costs for:</p> <ul style="list-style-type: none">• redirection of mail from the insured address;• utility connections (e.g. water, gas, electricity) at the temporary accommodation residence. Note: you must supply us with proof of the amount you have been charged by your utility provider before we will reimburse any connection costs;• relocation of your insured contents items to and from the temporary accommodation residence;• assistance with bond payment if required, however, any amount we pay in bond is recoverable from you by us. We may deduct this amount from any amount payable to you. <p>The most we will pay under this feature per policy period is the lesser of:</p> <ul style="list-style-type: none">• up to a maximum of \$8,000 for accommodation costs; or• up to a period of 26 weeks worth of accommodation.	<ul style="list-style-type: none">• any amounts you are able to recover for temporary accommodation costs under another insurance policy including any insurance policy taken out by a body corporate or similar entity;• any costs:<ul style="list-style-type: none">- if you do not need to pay for temporary accommodation;- if the insured address was not your principal place of residence at the time of the loss or damage;- if you had not intended to live at the insured address during the repair or rebuild period;- beyond the period it should reasonably take to rebuild or repair to a liveable condition;- related to any business activity carried on by you;• utility connection costs if the relevant utility was not connected at the insured address at the time of the loss or damage;• if you decide to not connect or re-connect the relevant utility.



Refer to the PED Guide for further information

Personal Legal Liability cover

The most we will pay for all claims from any one incident for legal liability covered under the contents section of this policy is **\$20 million**, including all associated legal costs we have agreed to pay following your claim. This legal liability section applies to both ContentsCover and ContentsPlus.

What we cover

We cover your legal liability to pay compensation for death or bodily injury to other people, or loss or damage to their property resulting from an incident which happens anywhere in Australia during the period of insurance:

- which is unrelated to your ownership of the building or land at the insured address; **or**
- if it results from fixtures and fittings attached to the insured address and that you are legally responsible for under a rental agreement; **or**
- if you are living in a unit, and/or own the unit and your legal liability is not covered under a building policy which covers that unit.

What we do not cover

We do not cover your legal liability caused by or arising from:

Agreements you enter into

any agreement or contract you enter into, **but we will cover** your legal liability:

- if it would have existed had you not entered into the agreement or contract;



- if your liability is:
 - under a tenancy agreement; **and**
 - for damage to your landlord's property at the insured address caused by fire or by water leaking from pipes, washing machines, dishwashers or water overflowing from a blocked bath or tub.

Animals

any animal other than your domestic dog, cat or horse.

Asbestos

exposure to or potential exposure to asbestos in any form.

Buildings, property or land not at the insured address

you owning, occupying or renting any building, property or land not at the insured address except for the common property at the insured address.

Business activity

any business activity, **but we will cover** this if it relates to part-time or casual babysitting where you do not need to be registered or licensed to do this.

Caravans and trailers

using or towing a caravan, mobile home or trailer.

Committee members or officials

your actions or duties as a committee member or director of a club or association, as a coach, referee or official at a game or organised sporting activity.

Death or injury

death or injury of:

- you;

- a child (born or unborn) under **18** years who is your child or the child of your spouse, de facto or partner;
- your pets;
- anyone who usually lives at the insured address.

Fines, penalties and other damages

civil or criminal penalties or fines or aggravated, exemplary, punitive or multiple damages.

Illness or disease

illness, disease or sickness you knowingly spread or failed to take due care to prevent spreading after you knew about it.

Legal actions in other countries

legal actions or legal claims brought against you, decided or heard in countries outside Australia.

Libel or slander

libel or slander.

Motor vehicles or motorcycles

the use or ownership of a motor vehicle or motorcycle or instructing someone on how to use it **unless** at the time of the incident, it was being used legally and did not have to be insured under any compulsory third party insurance laws and is:

- a remote controlled motor car;
- a wheelchair or a mobility scooter designed to accommodate physical disabilities or the elderly;
- a golf cart or buggy;
- domestic gardening equipment (e.g. ride-on mower).



Property owned by you or property in your physical or legal custody

damage to property which:

- is owned by you or your family, or anyone who usually lives with you at the insured address;
- belongs to someone else and is in your physical or legal custody or control;
- is owned by your employer (e.g. you accidentally damage office equipment at your work place);

but we will cover your legal liability under a tenancy rental agreement for damage caused by:

- water leaking from pipes, washing machines, dishwashers or water overflowing from blocked baths or tubs;
- fire damage to your landlord's property.

Watercraft

using or owning any watercraft.

Note: See also 'What we do not cover - contents insurance' on pages 35 to 38 for further exclusions that may apply.



Refer to the PED Guide for further information

What we do not cover – contents insurance

You are not covered for damage, loss, cost or legal liability that is caused by, arises from or involves:

Actions or movements of the sea

any actions or movements of the sea.

Breaking the law

- you, or someone with your knowledge or permission, committing or trying to commit an unlawful or criminal offence, such as assault or malicious damage;
- your possession, supply or consumption of any illegal substances or illegal drugs;
- you not obeying any commonwealth, state, territory or local government law, including laws relating to:
 - installing smoke alarms;
 - pool fencing;
 - failing to install a balcony railing or balustrade when required;
 - dangerous goods and liquids;
 - firearms;
 - control and safekeeping of dangerous or restricted breeds of dogs, including not obeying any legal requirement to restrain a dog in public or keep it fenced in.

Bushfires, storm, flood, tsunamis in the first 72 hours of cover

a bushfire, storm, flood or tsunami in the first **72** hours of cover.



Computer virus or computer hacking

a computer virus or hacking.

Confiscation or damage by a legal authority

confiscation, nationalisation, requisition or damage caused by the police, a government authority or someone with the legal authority to do this.

Consequential losses or extra costs following an incident covered by your policy

consequential loss (financial and non-financial loss) or extra costs following an incident covered by your policy such as:

- loss of income or wages;
- medical expenses;
- loss or costs, including the cost of your time (e.g. inconvenience), to prove your loss or to help us with your claim (e.g. telephone calls, postage);
- cost of hiring appliances after yours suffer loss or damage;
- professional, expert, legal, consulting or valuation costs **unless** you obtained our prior written authority to incur these costs;
- cost of replacing or reapplying pest control chemicals and baits in or around the insured address;
- cleaning costs;
- any costs related to stress or anxiety;
- any costs not covered by your policy.

Deliberate actions by you

an act or omission by you, your family, anyone living at the insured address or any owner or part owner of the building, or anyone acting with your consent, which:

- is deliberate;

- is a deliberate lack of action;
- demonstrates a reckless disregard for the consequences of that action or omission.

Failing to take care of insured contents items

your failure to take reasonable care of the insured contents items.

Ground movement

erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, **but we will cover** landslide or subsidence that is specifically covered under the following insured events:

- ‘Storm’;
- ‘Flood’;
- ‘Earthquake and Tsunami’;
- ‘Explosion’.

Hazardous materials

any hazardous materials if not stored or used in accordance with the relevant law, controls and manufacturer’s instructions.

Mechanical or electrical breakdown

mechanical or electrical failure or breakdown or anything that fails to operate properly, **but we will cover** damage caused by:

- fire spreading from an electrical fault to other parts of your insured contents items to the extent it is covered under insured event ‘Fire’;
- lightning to the extent it is covered under insured event ‘Lightning’;
- motor burnout to the extent it is covered under insured event ‘Motor burnout’.



Power surge

power surge, **unless** the surge or the loss or damage caused by the surge is covered under the following insured events:

- ‘Flood’;
- ‘Storm’;
- ‘Fire’;
- ‘Lightning’;
- ‘Motor burnout’.

Storm surge

storm surge **except** to the extent loss or damage is covered under insured event ‘Storm’.

Tenants, paying guests or boarders

tenants, paying guests or boarders or someone who lives with them or a person who entered the insured address with their consent.

Tree lopping

trees being lopped, felled or transplanted by you or someone authorised by you.

Wear, tear and gradual deterioration

wear, tear, rust, fading, rising damp, mould, mildew, corrosion, rot, action of light, atmospheric or climatic conditions or gradual deterioration.

Wearable technology

wearable technology of any type **unless** it is a form of medical equipment and aids covered under this policy.



About your car insurance cover

About your car

Who we cover

You/Your

You/Your refers to the person or persons shown as the insured on your certificate of insurance.

Drivers who drive your car

You should list all the people on your policy who will drive your car. These listed drivers will be shown on your certificate of insurance. If you do not list all of the people who may drive your car this may affect the excess you pay at the time of a claim. See the section titled 'The types of excesses are:' on pages 56 to 57 for further details about the excesses you may need to pay.

What we cover as your car

Any car insured on your policy will be described on your certificate of insurance. Your car includes the following that are fitted to your car:

- options, including standard manufacturer's options;
- accessories; **and**
- modifications;

but not fuel or lubricants.



What are accessories?

An accessory is an addition to your car which does not enhance the performance or change the structure of the car.

What are modifications?

Modifications are alterations made to the manufacturer's standard body, engine, suspension, wheels or paintwork of your car which may affect its performance, value, safety or appearance.

The protection we provide

Cover type	CarCover	CarPlus
Accidental loss or damage	 Up to \$3,000 or market value whichever is lesser per incident	 Up to \$5,000 or market value whichever is lesser per incident

This cover includes:

- accidental loss and damage to your car;
- car legal liability;
- additional features at no extra cost (see pages 42 to 43).



Accidental loss or damage to your car

We cover	We do not cover
<p>We will cover you for accidental loss or damage to your car caused by an incident anywhere in Australia in the period of insurance. Examples of incidents covered include:</p> <ul style="list-style-type: none">• hail, storm and flood;• fire;• theft or attempted theft;• malicious damage or vandalism;• collision and impact. <p>Limit</p> <p>The most we will pay for any one insured incident is the amount listed in the table for the level of cover that you selected as shown on page 40.</p>	<ul style="list-style-type: none">• See 'What we do not cover – car insurance' on pages 44 to 49.



Refer to the PED Guide for further information



Additional features

When you make a claim under your policy for loss or damage to your car for an incident that happens in the period of insurance, you may be entitled to cover under the following additional features.

In some circumstances, we may decide to make an additional feature available to you before we accept or agree to pay your claim. If we do this, it does not mean that your claim has or will be accepted or that we have otherwise agreed to pay your claim. If we later decide that we cannot accept or pay your claim then the cover available under an additional feature will not apply and we may decide to recover the costs from you.

There are some things we do not cover under these additional features and these are shown in the 'We do not cover' section of the following tables on pages 42 to 43 and in the 'What we do not cover - car insurance' section on pages 44 to 49. All of the conditions of this policy apply to these additional features unless the cover says otherwise.

Towing and storage costs

We cover	We do not cover
<p>When your car is damaged in an insured incident covered by your policy and it is not roadworthy, safe to drive, economical to repair or needs to be held in storage, we cover the reasonable cost of:</p> <ul style="list-style-type: none">• towing your car to:<ul style="list-style-type: none">- our nearest assessment centre or repair facility; or- another location nominated or agreed by us;• storing your car.	<ul style="list-style-type: none">• storage costs for any period before your claim is lodged or after your claim is settled;• the cost of returning your car to you if your claim is determined to be a total loss and you have chosen to keep the car as salvage;• more than 2 tows per incident.



Change of car

We cover	We do not cover
<p>If you replace your car with another car, we will insure the replacement car on the same terms and for the same level of cover for the remainder of the period of insurance provided:</p> <ul style="list-style-type: none">• you tell us within 14 days of you taking delivery of the replacement car; and• we agree in writing to insure the replacement car. <p>Otherwise, we will only cover your replacement car for the same level of cover as your car for up to 14 days from when you take delivery of the replacement car or until you arrange insurance for your replacement car, whichever occurs first.</p> <p>Note: Cover for your car ends and cover for the replacement car begins at the time you take delivery of the replacement car. If we agree to insure your replacement car we will send you a new certificate of insurance. If we do not agree to insure your replacement car we will cancel your car insurance cover.</p>	<p><i>This has been left intentionally blank.</i></p>



Refer to the PED Guide for further information



Car Legal Liability cover

What we cover

We will cover you or anyone you authorise to drive your car for legal liability for loss or damage to another person's vehicle or property resulting from an incident caused by the use of your car in the period of insurance. The most we will pay for all claims from any one incident is **\$20 million** including all associated legal costs we have agreed to pay. Examples of incidents covered include:

- legal liability that is the responsibility of your employer, principal or partner because you were driving your car in connection with your work;
- legal liability for the cost of cleaning up by emergency services after an incident involving your car;
- legal liability for damage to another vehicle or property because a vehicle collided with or tried to avoid colliding with:
 - property falling from your car; **or**
 - property being loaded or unloaded from your car.

What we do not cover – car insurance

You are not covered for loss or damage, cost or legal liability that is caused by or arises from or involves:

Agreements you enter into

any agreement or contract you, or someone you authorised to drive or be in charge of your car, enter into accepting liability, **but we will** provide cover if the legal liability would have existed without that agreement.



Alcohol and/or drugs

an incident occurring when your car is being driven by, or is in the charge of, anyone who:

- was under the influence of, or had their judgement affected by, any alcohol and/or drugs and/or medication;
- had more than the legal limit for alcohol and/or drugs in their breath, blood, saliva or urine as shown by analysis;
- refused to take a test for alcohol and/or drugs and/or medication.

But we will pay a claim for you (but not the driver or person in charge of your car) if your car was stolen.

Asbestos

asbestos, asbestos fibres or derivatives of asbestos of any kind.

Confiscation or repossession

legal confiscation or repossession of your car or its contents.

Condition of your car

- any structural, mechanical, electrical or electronic failure or breakdown;
- any mould, mildew, wear, tear, rust, corrosion or depreciation;
- your car if it was unsafe or un-roadworthy at the time of the incident.

Consequential losses or extra costs following an incident covered by your policy

consequential losses (financial and non-financial loss) or extra costs following an incident covered by your policy, such as:

- loss of income or wages;



- medical expenses;
- professional, expert, legal consulting or valuation costs **unless** you obtained our prior written authority to incur these costs;
- any costs related to stress or anxiety;
- your car's value (including its trade-in or resale value) is less after being repaired;
- loss or costs, including the cost of your time (e.g. inconvenience), to prove your loss or to help us with your claim (e.g. telephone calls, postage);
- travel costs;
- cleaning costs; **or**
- any costs not covered by your policy;

but we will cover other people's losses and costs to the extent these are covered under 'Car Legal Liability cover' (see 'What we cover' on page 44).

Dangerous goods

your car being used to illegally store or transport:

- substances that pollute or contaminate;
- dangerous or hazardous goods.

Driving a damaged car

driving your car after it has been damaged in an incident, **unless** we are satisfied you were not reasonably aware this could lead to further damage to your car.



Exceeding loading or passenger limits

your car when it is:

- carrying more passengers than the car was designed for, or than the driver is permitted to carry by law;
- carrying any load which is not secured according to law, over the legal limit or more than what your car was designed to carry or tow.

Failure to take reasonable precautions

your failure to take reasonable precautions to prevent loss, damage or legal liability.

Hire, fare, reward or courtesy car

your car being used for hire, fare or monetary reward or as a courtesy car **but we will** provide cover if your car was being used in a car pool or child care arrangement.

Incorrect fuel usage

loss or damage to your car (including damage to your car's engine or fuel system) caused by the incorrect type of fuel being used.

Intentional loss or damage

intentional loss or damage caused by you, or a person acting with your express or implied consent.

Loss or damage outside Australia

loss or damage that occurs outside Australia.



Motor sports or similar activities

your car being used:

- in, or being tested in preparation for, a race, contest, trial, test, hill climb or any motor sport; **or**
- on a competition race track, competition circuit, competition course or competition arena **unless**:
 - your car is being driven as part of a driver education course that does not involve speeds in excess of **100km/h** or the timing of cars; **or**
 - you have told us about this use of your car and we have agreed to cover you.

Personal property

any personal property that is not owned by you.

Reckless acts

any intentional or reckless act by you, the driver of the car or by a person acting with your express or implied consent (such as street racing, burnouts or donuts).

Replacement of non-damaged parts

the replacement of non-damaged parts which includes items that are part of a whole set when the loss or damage occurred to only part of that set (such as alloy wheels).

Test drives

loss or damage to your car while it is being demonstrated for private sale **but we will** pay a claim if your car is being demonstrated for private sale and you or a listed driver are a passenger in your car.



Tyres

damage to your car's tyres caused by braking, punctures, road cuts or bursting.

Unlawful purposes

your car being used for unlawful purposes.

Unlicensed driving

your car being driven by, or is in the charge of someone who is not licensed, not correctly licensed or not complying with the conditions of their licence, **but we will** pay a claim for you (but not the driver or person in charge of your car) if you:

- were not the driver or person in charge of your car at the time of the incident; **and**
- can satisfy us that you did not know and could not have reasonably known of any of the above circumstances.

Claims

Making a claim

Contact us as soon as possible if you suffer loss or damage, or if there is an incident that could result in a claim.

What you must do

Step 1 Make sure everyone is safe. For emergencies, please call 000.

Step 2 Try to prevent further loss or damage. If possible take reasonable steps to prevent further loss, damage or liability (e.g. if there is a broken window, arrange for it to be covered to prevent further water damage from the rain).

Step 3 Immediately report any theft and malicious damage to the police. Give them a list of all stolen or damaged items. Keep details of the date reported, name of the police officer, police station reported to and the report number.

Step 4 Contact us as soon as possible. If you delay reporting your claim, we may not pay for any additional loss or damage caused by your delay.
Describe details of what has been affected by the event (e.g. storm damage or a list of stolen items). For electrical items, please have details about the make and model handy.

Note: If the loss or damage was caused by another person, please provide us their name and address, or if applicable, their registration details.

How the Goods and Services Tax (GST) affects this insurance

For contents insurance:

You must tell us about the input tax credit (ITC) you are entitled to for your premium and your claim, each time you make a claim. If you do not give us this information or if you tell us an incorrect ITC, we will not pay any GST liability you incur. Our liability to you will be calculated taking into account any ITC to which you are entitled for any acquisition which is relevant to your claim, or to which you would have been entitled were you to have made a relevant acquisition.

For car insurance:

You must tell us about the input tax credit (ITC) you are entitled to for your premium and your claim, each time you make a claim. If you do not give us this information or if you tell us an incorrect ITC, we will not pay any GST liability you incur.

If your car is a total loss we will reduce any payment we make by an amount equal to your input tax credit entitlement, if any.

In all other circumstances our liability to you will be calculated taking into account any ITC to which you are entitled for any acquisition which is relevant to your claim, or to which you would have been entitled had you made a relevant acquisition.

Any payment we make to settle your claim will be considered to be made in full even if the amount we pay has been reduced as described above.

Note: This outline of the effect of the GST on your policy is for general information only. You should not rely on this information without first seeking expert advice on the application of the GST to your particular circumstances.

Legal liability claims

You must tell us about any incident that has caused an injury to others or damage to other people's property.

You must also immediately tell us about any demands made on you to pay compensation to others and any court actions or offers of settlement and send these to us.

If you make a legal liability claim that is covered by your policy we can decide to defend you, settle any claim against you or represent you at an inquest, official inquiry or court proceedings.

If we decide to defend you, settle any claim against you or represent you, then you must give us all the help we need, including help after your claim is settled.

For more details on:

- 'Personal Legal Liability cover' see pages 31 to 34; **and/or**
- 'Car Legal Liability cover' see page 44.

To process the claim

For contents insurance

You must:

- allow us to inspect the damaged contents items;
- allow us to arrange for experts to assess the loss or damage and to quote on repair or replacement;
- provide us with a quote for repair or replacement if we ask for this. If you choose to use our recommended repairers (when available), there is no need to obtain your own quotes;

- when requested, provide us with all proofs of ownership and value, information, co-operation and assistance in relation to a claim (including attending an interview or giving evidence in court if required) as we may reasonably require;
- allow us, or a person nominated by us, to recover, salvage or take possession of your contents items. When we ask, you must send any items to us, or cooperate in our collection or retrieval of such items;
- consult an expert if we ask for this.

For car insurance

You must:

- talk to or meet with any experts we choose, such as a claims assessor, investigator or repairer;
- assist us in handling your claim. This can include agreeing to be interviewed and/or providing relevant documents we ask for (e.g. proof of ownership);
- either drive (if it is safe to do so) or let us move your car to one of our assessment centres or repair facilities, or another location nominated or agreed to by us, so we can assess the damage and progress your claim;
- allow us or a person nominated by us, to recover, salvage or take possession of your car;
- attend court to give evidence if we ask you to.

Note: In this section 'you' means you and, if you were not driving your car, the driver of your car.

What you must not do

For contents insurance

- do not dispose of any damaged insured contents items or parts of insured contents items without our consent;
- do not carry out or authorise repairs without our consent **unless** you cannot contact us and need to make emergency repairs to protect your insured contents items;
- do not wash or clean or remove debris from any area damaged by fire without our consent **unless** you need to do this to prevent further loss;
- do not admit liability or responsibility to anyone else **unless** we agree;
- do not negotiate, pay or settle a claim with anyone else **unless** we agree;
- do not accept payment from someone who admits fault for loss or damage. Refer them to us instead.

For car insurance

- do not admit liability or responsibility to anyone **unless** we agree;
- do not negotiate, pay or settle a claim with anyone else **unless** we agree;
- do not authorise any repairs;
- do not get rid of any damaged parts of your car or your property without our consent;
- do not accept payment from someone who admits fault for loss or damage to your car. Refer them to us.

If you do not comply

If you do not comply with 'What you must do' and 'What you must not do' we can reduce or refuse your claim and/or recover costs and/or any monies we had paid from you and/or cancel your policy.

If we decline a claim

When you contact us to make a claim we will assess your claim. We will allow you to lodge your claim **but we may** need to undertake further investigation and assessment before making a decision. If we decide to decline your claim we will give you our reasons in writing. If you wish to dispute our decision, see page 73 for more information.

How to establish your loss

Establish an incident took place

When making a claim you must be able to prove that an incident covered by your policy actually took place. If you do not do this, we will not be able to pay your claim.

We may obtain the following from the police:

- confirmation that you reported the incident;
- details of any investigations they undertook.

You must give us authority to access these records, if we ask.

Describe your loss or damage

You may also need to give us accurate and full details of what was lost, stolen or damaged and give us proof of value, ownership and damage for items claimed if we request it. Ways to do this could be providing copies of receipts of purchase, warranties or photographs.

Your excess

What is an excess?

An excess is the amount you may have to pay for each incident when you make a claim. The amount and types of excess are shown on your certificate of insurance and are described in this PDS.

The types of excesses are:

Standard excess

The standard excess for contents cover is **\$100**.

The standard excess for car cover is **\$300**.

We will tell you at the time of lodging your claim if you need to pay the standard excess. See the sections titled 'When you don't need to pay the standard excess' and 'When you need to pay the standard excess' on page pages 57 to 58.

Additional excess

If you have claimed **3** times on the one level of cover in any one period of insurance then we may apply an additional excess to your policy upon renewal that will be applicable every time you make a claim.

This excess is payable in addition to any other excess unless stated otherwise in this PDS or your certificate of insurance. This excess may apply to contents and/or car claims.

Age excess

If the driver is under **25** years of age and listed on your certificate of insurance, the age excess that applies is **\$300**. If the driver is under **25** years of age and not listed on your certificate of insurance, the age excess that applies is **\$600**. If the driver is a learner driver, the age excess that applies is as if the learner driver was listed on your certificate of insurance. This excess may apply in addition to any other excess that applies.

Note:

- Learner drivers are not required to be listed on the policy.
- The age excess will not apply if, at the time of the incident, the person in control of the car was being paid for a service, i.e. where the car was being serviced or test driven, or driven by a car park attendant or a valet.

Inexperienced driver excess	<p>If the driver is 25 years of age or over and has held their driving licence for less than two years and they are listed on your certificate of insurance, the inexperienced driver excess that applies is \$300.</p> <p>If the driver is 25 years of age or over and has held their driving licence for less than two years and they are not listed on your certificate of insurance, the inexperienced driver excess that applies is \$600. This excess may apply in addition to any other excess that applies.</p> <p>Note:</p> <ul style="list-style-type: none"> • An inexperienced driver is someone who is 25 years or over and has not held a driver's licence specific to the car type for at least the past 2 consecutive years. • Learner drivers are not required to be listed on the policy. • The inexperienced driver excess will not apply if, at the time of the incident, the person in control was being paid for a service, i.e. where the car is being serviced or test driven, or driven by a car park attendant or a valet.
Unlisted driver excess	<p>If the driver is not a listed driver on your policy the unlisted driver excess that applies is \$300.</p> <p>Note:</p> <ul style="list-style-type: none"> • Learner drivers are not required to be listed on the policy.
Windscreen and window glass excess	<p>If you make a claim for windscreen or window glass damage and this is the only damage you are claiming for a \$100 excess applies.</p>

When you don't need to pay the standard excess

The standard excess will not apply to the first **2** contents claims or the first **2** car claims you make in any one period of insurance, for each level of cover you have purchased.

Note: If either of your first **2** car claims are for windscreen or window damage only you will not have to pay the standard excess but you will need to pay the windscreen and window glass excess as explained in the table above.

When you need to pay the standard excess

If you make **3** or more contents claims or **3** or more car claims in any one period of insurance on a level of cover you have purchased the standard excess may apply.

How to pay your excess

When you make a claim we will choose whether to deduct the applicable excesses from the amount we pay you or direct you to pay the excesses to us or to the appointed repairer or supplier. We may require you to pay the excesses in full before we pay your claim or provide any benefits under your policy. If you cannot pay your excesses in full you may access our financial hardship process to apply to pay the excesses in instalments if agreed to by us. The fact we have asked for payment of your excess does not of itself mean that your claim has or will be accepted by us either in whole or in part.

When we may waive your excess

When you make a claim for damage to your insured contents items and/or car and the incident covered by your policy was caused by another person (but not people within the definition of 'you') and we agree, we may waive the excess that would normally apply if you can give us the name and address of the person responsible for the damage or, if applicable, their registration details.



Refer to the PED Guide for further information

How many claims can I make?

You can make as many claims as you like for each level of cover you have purchased in any one period of insurance. If you make more than **3** claims per level of cover in any one period of insurance we may apply an additional excess upon renewal. See page 56 for more details about the additional excess.

How we settle contents claims

If we agree to pay a claim for loss, theft or damage to your insured contents items we will decide if we will:

- pay you what it would cost us to repair or replace your insured contents items up to the applicable limits for the level of cover shown on your certificate of insurance (see pages 19 to 20 for details);
- pay you the sum insured for all your insured contents items up to the applicable limits for the level of cover shown on your certificate of insurance (see pages 19 to 20 for details);
- repair damage to your insured contents items;
- replace your insured contents items 'new for old';
- give you a voucher, store credit or stored value card for the amount it would cost us to repair or replace an item.

If we replace (or pay you what it would cost us to replace), we will do so on a 'new for old' basis up to the applicable limits for the level of cover shown on your certificate of insurance (see pages 19 to 20 for details).

If we repair (or pay you what it would cost us to repair), we will at our option do so on a 'new for old' basis or repair to a similar condition to what your insured contents items were in before the loss or damage occurred up to the applicable limits for your insured contents items as shown on pages 19 to 20.

Unless we tell you otherwise, we will deduct any amounts you owe us from any amount we owe you.

We will not:

- pay more than the applicable item type limit or sum insured;
- pay extra to replace an insured contents item to a better standard, specification or quality than it was before the loss or damage occurred;
- fix a fault that existed before the loss or damage occurred.

'New for old' means:

- **New materials, new items**
we replace or repair with new items or new materials that are available at the time of replacement or repair from Australian suppliers up to the applicable limits for your insured contents items.
- **New for old, regardless of age**
we replace or repair regardless of age, with no allowance for depreciation up to the applicable limits for your insured contents items.
- **Same type, standard and specification as when new**
we replace or repair to the same type, standard and specification (but not brand) as when new. If the same is not available, it means of a similar type, standard and specification (but not brand) when new. We can replace with a different brand. All limits for your insured contents items apply.

‘New for old’ does not:

- include paying the extra cost of replacing or purchasing an extended warranty on any item;
- mean of a better standard, specification or quality than when new.

When items may be replaced to a better standard

Obsolete electrical appliances

For obsolete electrical appliances such as outdated computers or TV's, 'new for old' means, replacing or repairing to an equal specification (but not brand). If this is not available, it means to the nearest better specification available. It can be a different brand. We do not insure electrical or electronic items that are no longer able to be used for the purpose they were intended. All limits for your insured contents items apply as shown on page 19 for the level of cover shown on your certificate of insurance.

When we repair or replace your contents

If we choose to repair damage to your insured contents items or replace your insured contents items, we will repair or replace with items or materials that are reasonably available at the time of repair or replacement from Australian suppliers.

We will do our best to replace to the same type, standard and specification (but not brand) as when new. If the same is not available, we will replace with items or materials of a similar type, standard and specification when new. It can be a different brand.

Undamaged contents

We will only repair or replace insured contents items that are lost or damaged by an incident covered by your policy. You cannot claim to replace undamaged insured contents items or undamaged parts of insured contents items.

Changes to your contents

If you want to change your contents

When repairing or replacing your insured contents items, if we agree, you can choose to change the make and model of the insured contents item or upgrade to a different make and model of it, providing you pay the extra costs of doing this. If you want to downsize the insured contents item for less cost than you are entitled to claim, we will not pay more than it costs us to repair or replace the downsized insured contents item.

After a contents claim

If we pay part of, or the full amount of the limit, for the level of cover you have as shown on your certificate of insurance, the limit is automatically reinstated and cover continues for the period of insurance at no extra cost.

How we settle car claims

If we agree to pay a claim for loss, theft or damage to your car we will decide if we will:

- pay you what it would cost us to repair or replace the damaged parts of your car;
- pay you up to the sum insured limit that you selected for your car;
- repair the damage;
- replace the damaged parts of your car.

If your car is damaged

Choice of repairer

You can choose:

- your own repairer; **or**
- to allow us to arrange the repair of your car.

If your car is not safe to drive

We will arrange to move your car to one of our assessment centres or repair facilities, or to another location nominated or agreed to by us.

If your car is safe to drive

We will either:

- arrange a time to discuss your claim over the telephone and complete an assessment of your car over the telephone with the use of quotes you have provided us with; **or**
- arrange a time with you to bring your car into one of our assessment centres or repair facilities or to another location nominated or agreed to by us.

If you choose your own repairer, which may include one of our recommended repairers

- after you obtain a quote from your repairer, we will arrange a time with you to drive your car (if it is safe to do so), or you must let us move it, to one of our assessment centres or repair facilities, or another location nominated or agreed to by us;
- we will authorise the repairs if we agree your repairer's quote is reasonable and will result in your car being repaired safely and in a cost effective manner.

If you allow us to arrange repairs

- we may obtain two competitive quotes from our recommended repairers (where available) and select the most appropriate quote;
- we authorise the repairs based on the most appropriate quote and manage the repair process with the repairer;
- we will keep you informed of the progress of the repairs and will advise you when your car is ready for collection.

If we don't authorise repairs

If we don't authorise repairs, we will pay you what it would have cost us to repair your car up to the limit for the level of cover you have selected.

Authorising repairs and car parts

We will:

- ensure the repair work is properly carried out;
- use parts that are consistent with the age or condition of your car, including non-original equipment parts;
- ensure that windscreen and window glass and subsequent repairs meets Australian Design Rules, **but** we might use glass that is different from the original;
- pay the cost of surface freight (not airfreight) from the nearest reasonable source of supply if a part is unavailable in Australia;
- only pay market value of damaged parts we consider to be obsolete.

When we repair your car we will not:

- pay extra to repair your car to a better standard, specification or quality existing before the loss or damage;
- fix a fault or defect in your car that existed before the loss or damage occurred **unless** the fault or defect was from repairs we authorised;
- pay for repairing pre-existing damage.

If your car has been stolen

If your car is found within **7** days of it being stolen and is damaged, follow the process of 'If your car is damaged' (see page 63).

If your car is not found within **7** days after being stolen, and we agree to accept a claim for theft of your car, your car becomes a total loss (see below).

If your car is a total loss

Your car becomes a total loss if it is stolen and unrecovered after **7** days and we agree to accept a claim for theft of your car, or when we decide it is uneconomical, impractical or unsafe to repair.

Deductions from your total loss claim

When we pay you for a total loss claim we deduct:

- any excess or unpaid premium including any unpaid instalments in the period of insurance if you pay your premium by instalments;
- any unused registration and compulsory third party (CTP) insurance that you are entitled to if your car is registered in NSW. You can obtain these refunds from the NSW Roads and Maritime Services (RMS);
- any ITC (if applicable), refer to page 51.

Cars under finance

When we pay for a total loss claim, if your credit provider has a financial interest in your car then we will pay them what they are entitled to (up to your limit less deductions that apply) and pay you any balance. Please see below for what happens with the car's salvage if your car is underinsured.

We own the car salvage

...if your car is not underinsured

When we pay you for the total loss, your car salvage, including any unexpired registration and CTP insurance (except for NSW), becomes our property. If we ask, you must provide your written consent to help us collect any unexpired registration and CTP insurance.

If your credit provider is entitled to the salvage of your car, then we will deduct our estimate of the salvage value of your car from any amount that we pay.

...if your car is underinsured

Your car will be underinsured if the car sum insured is less than its market value at the time of loss. If this occurs, then we pay you the car sum insured, and the unexpired registration and CTP insurance (except for NSW), becomes our property. If we ask, you must provide your written consent to help us collect any unexpired registration and CTP insurance.

Since your car is underinsured, we will allow you to keep the car salvage to offset your loss.

If your credit provider is entitled to the salvage of your car, then we will deduct our estimate of the salvage value of your car from any amount that we pay.

After a car claim

If we choose to repair your car or pay you the cost of repairs, your policy continues for the period of insurance.

If your car is a total loss all cover under your selected level of cover for this policy stops and your level of cover ends. There is no refund of any unused premium.

For legal liability claims

If you make a legal liability claim that is covered under this policy we can decide to defend you, settle any claim against you or represent you at an inquest, official enquiry or court proceedings.

If we decide to defend you, settle any claim against you or represent you, then you must give us all the help we need, including help after your claim is settled.

Our right to recover claims we pay from those responsible

After we pay a claim under your policy, we can decide to take legal action in your name to recover money from the person or entity that caused the loss, damage or liability. You must give us all the help we need to do this. If we recover money that belongs to you and was not part of the claim we paid, we will give this to you.



Refer to the PED Guide for further information

Other important information

What happens with cancellations?

Cancellation by you

You may cancel your policy at any time. If you cancel your policy you will be refunded the unexpired portion of the premium less any non-refundable government charges if the refund is more than **\$1**.

Cancellation by us

We can cancel your cover where the law allows us to do so. If we cancel your policy you will be refunded the unexpired portion of the premium less any non-refundable government charges if the refund is more than **\$1**. If we cancel your policy due to fraud, we will not refund any money to you.

What do we mean by that?

Accessories

see page 40.

Accidental loss or damage

means loss or damage that occurs without intent.

Actions or movements of the sea

means:

- rises in the level of the ocean or sea;
- sea waves;
- high tides or king tides;
- any other actions or movements of the sea.

Actions or movements of the sea **do not** include a tsunami or storm surge.

Building(s)

means any domestic building located at the insured address including its garages, carports, outbuildings, outdoor walls, gates, fences and any structural improvements (e.g. decks, pergolas, pagodas, verandahs and balconies, fixed swimming pools and spas, granny flats, sheds, tennis courts).

Car

see page 39.

Certificate of insurance

means the latest certificate of insurance, including the insurance account, we have given you. It is an important document as it shows the cover types and levels of cover you have chosen and other policy details.

Common property

means land or areas at the insured address that both you and other people are entitled to use (e.g. common property in a multi-dwelling development).

Contents items temporarily removed

means contents items that have been moved to another residence in Australia in which you are temporarily residing.

Home entertainment

see page 19.

Electrical kitchen appliances

see page 19.

Electronics

see page 19.

Flood

means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- (a) a lake (whether or not it has been altered or modified);
- (b) a river (whether or not it has been altered or modified);
- (c) a creek (whether or not it has been altered or modified);
- (d) a reservoir;
- (e) a canal;
- (f) a dam.

Furniture

see page 20.

Incident or event

means a single occurrence which you did not intend or expect to happen.

Insured address

see page 17.

Insured event

means the insured events on pages 21 to 28. In addition, an insured event is always a single event, accident or occurrence which you did not intend or expect to happen.

Insured items

see pages 19 to 20.

Loss or damage

means physical loss or physical damage.

Medical aids and equipment

see page 20.

Modifications

See page 40.

Period of insurance

means when your policy starts to when it ends. It is shown on your certificate of insurance.

Policy

means your insurance contract. It consists of this latest PDS and any SPDS we have given you, and your latest certificate of insurance.

Storm

means a storm, cyclone or severe atmospheric disturbance. It can be accompanied by strong winds, rain, lightning, hail, snow or dust.

Strata title

means any form of land title which allows for multiple individual titles to exist in or on a block of land where the common property is held under a single separate title.

Sum insured

see page 16.

Underinsured

means the car sum insured is less than the market value of your car at the time of loss.

Unit

means a unit, villa, townhouse or apartment in a strata title development. It does not include common property.

We, us and our

means AAI Limited ABN 48 005 297 807.

White goods

see page 19.

You/Your

for contents insurance cover, see page 17. For car insurance cover, see page 39.

How we will deal with a complaint

If you are not satisfied with our products or services or a decision made in relation to your insurance, please let us know so that we can help. It is important to follow the complaint handling process in order to resolve your complaint effectively and efficiently.

Step 1. Let us know

If you would like to make a complaint, please let us know by contacting the relevant department as they may be able to resolve the complaint for you. If not, the staff member will refer you to a Manager or their delegate and they will attempt to resolve the complaint. A response is usually provided to you within 5 business days. You can contact us:

By phone: 1800 429 598

By email: customer.relations@essentialsbyaai.com.au

Step 2. Review by our Internal Dispute Resolution Team

If you are not satisfied with the outcome of the business review you can request the complaint be referred to the Internal Dispute Resolution (IDR) Team for review or you can contact them directly:

By phone: 1300 104 605

By Email: idr@essentialsbyaai.com.au

In writing: Essentials by AAI Internal Dispute Resolution,
PO Box 14180, Melbourne City Mail Centre VIC 8001

If we require additional information we will contact you to discuss. IDR will usually contact you with a decision within 15 business days of receiving your complaint.

Step 3. Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Financial Ombudsman Service (FOS). The FOS is an independent external dispute scheme and their service is free to you. Any decision the FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

The FOS is available to customers who fall within their terms of reference. The FOS will advise if they can help you.

You can contact FOS:

By phone: 1300 780 808

By Fax: (03) 9613 6399

By email: info@fos.org.au

In writing: Financial Ombudsman Service,
GPO Box 3, Melbourne VIC 3001

By visiting: www.fos.org.au

General Insurance Code of Practice

We support and adhere to the General Insurance Code of Practice.

You can get a copy of the code from the Insurance Council of Australia website (insurancecouncil.com.au) or by phoning **(02) 9253 5100** or **1300 728 228**.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the extremely unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from APRA at apra.gov.au or by calling **1300 55 88 49**.

Financial hardship

Where you owe us money

If you owe us money and you are experiencing financial hardship, you can ask us to assess whether we can give you assistance. To access our financial hardship processes please contact us on 1800 429 598 or email financialprofile@essentialsbyaai.com.au.

We will ask you to complete an application detailing your financial situation, which allows us to make an assessment of your situation, and enables us to identify the best possible solution.

Urgent financial need of benefits under your policy as a result of a claim

If as a result of an insured event under your policy, you need access to urgent financial assistance please let us know. We can fast-track the assessment and decision process of your claim, and/or make an advance payment, to assist in alleviating your immediate hardship.







How to contact us



1800 429 598
essentialsbyaai.com.au

PO Box 1619
Adelaide SA 5001

PDS prepared 31/07/2015

This insurance is issued by:
AAI Limited
ABN 48 005 297 807
AFSL No. 230859
ESS00001web 24/08/15 A