



ANZ LANDLORD INSURANCE

PRODUCT DISCLOSURE STATEMENT
AND POLICY DOCUMENT
29 FEBRUARY 2016



This is an important document. If you cannot read and understand English, please use an interpreter to explain it to you before entering into this contract of insurance.

Questo è un documento importante. Se non avete una buona conoscenza dell'Inglese, per favore fatevelo spiegare da un interprete prima di concludere un contratto di assicurazione.

Αυτό είναι πολύ σπουδαίο έγγραφο. Αν έχετε δυσκολία με τα Αγγλικά, παρακαλείστε να μεταχειρισθείτε διερμηνέα να σας το εξηγήσει προτού συνάψετε μια ασφαλιστική συμφωνία.

這是一份重要文件。如你不諳英語，在投保前，請先用傳譯員為你解釋保險合約。

ان هذه الوثيقة هامة. إذا كنت لا تجيد الإنكليزية، يُرجى استعمال مترجم كي يشرحها لك قبل أن تدخل طرفاً في عقد تأمين.

Dies ist ein wichtiges Dokument. Falls Sie die englische Sprache nicht beherrschen, lassen Sie es sich von einem Dolmetscher erklären, bevor Sie einen Versicherungsvertrag eingehen.

Đây là một văn kiện quan trọng. Nếu quý vị không thông thạo tiếng Anh, xin vui lòng nhờ thông dịch viên giải thích để quý vị hiểu rõ trước khi ký tên vào hợp đồng bảo hiểm.

Este es un documento importante. Si Ud. No tiene conocimientos sólidos de inglés, pida a un intérprete que le explique el documento antes de contratar el seguro.

នេះគឺជាឯកសារមួយដែលមានសារៈសំខាន់ ។ ប្រសិនបើអ្នកកុំសូវចេះភាសាអង់គ្លេសច្បាស់លាស់ទេ សូមស្នើសុំអ្នកបកប្រែភាសាឲ្យពន្យល់ប្រាប់អ្នកមុនពេលអ្នកយល់ព្រមចុះកិច្ចព្រមព្រៀងធានារ៉ាប់រងណាមួយ ។

ANZ LANDLORD INSURANCE PDS AND POLICY DOCUMENT

THE PURPOSE OF THIS PDS AND POLICY DOCUMENT

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

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

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

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

ISSUER OF THIS PDS

ANZ Landlord Insurance is underwritten by QBE Insurance (Australia) Limited (QBE) ABN 78 003 191 035 (AFSL 239545).

QBE is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia’s largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers worldwide. The company has been operating in Australia since 1886 and continues to provide insurance solutions that are focused on the needs of policyholders.

ANZ Landlord Insurance is distributed by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522 (AFSL 234527). This product is not a deposit or other liability of ANZ or its related group of companies and none of them stands behind or guarantees QBE or the product.

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SIMPLE APPLICATION PROCESS

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



Talk to staff at any ANZ branch



Call 13 16 14 weekdays from 8am to 8pm (AEST)



Visit anz.com/insurance

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

FOR 24 HOUR CLAIMS SERVICE



13 16 14

WHY CHOOSE ANZ LANDLORD INSURANCE?

ANZ Landlord Insurance provides peace of mind and financial protection for your residential investment property, containing a unique range of benefits including:

- **rental income protection** – we will automatically provide cover for a number of unfortunate instances including:
 - loss of rent due to damage by an insured event
 - loss of rent due to rent default
 - vandalism or malicious damage cover
 - loss of rent due to death of sole tenant
 - associated legal costs
- **full buildings replacement cover** – this means instead of asking you to estimate your buildings sum insured, we will automatically calculate the replacement value of your buildings at today's prices and we will rebuild the buildings no matter what the subsequent costs, if they are totally destroyed in an insurable event and we accept your claim. In addition, we will automatically cover:
 - **architects and surveyors and legal fees**
 - **demolition and removal of debris costs**
- **cover against natural events** (including flood)
- **accidental glass breakage and impact damage**
- **electrical motor burn out and power surge**
- **new for old replacement regardless of age**
- **24 hour, 7 days claims assistance service**
- **pay by the month at no extra cost.**

In addition, we will also reward you with rebates once you have multiple policies with us, and for remaining our customer over time. For more information refer to pages 54–55.

Discover these benefits and more in this PDS.

CHOICE OF COVER

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

BUILDINGS COVER

Buildings cover provides cover for loss or damage to your buildings resulting from the events listed on pages 9–21. For example, your building will be covered for storm damage.

CONTENTS COVER

Contents cover provides cover for loss or damage to your contents, resulting from the events listed on pages 22–33. For example, your carpets will be covered for fire damage.

BUILDINGS COVER

WHAT BUILDINGS WE PROTECT

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

Buildings cover includes	Buildings cover does not include
Residential buildings, including any professional offices or surgeries in those buildings.	<ul style="list-style-type: none">• A hotel, motel, nursing home, boarding house, display homes, buildings of flats or units (strata title or company title) or buildings subject to community title• A building or structure in the course of construction, substantial alteration or repair, or being demolished• Building materials to be installed.
Domestic outbuildings	A caravan, trailer or their accessories.
Fixed coverings to walls, floors and ceilings.	Carpets, floating floorboards, curtains or internal blinds (refer to pages 22–23 for contents covered).
Infrastructure for the supply of services, including electricity, gas, water, internet and telephone.	
Items built-in, fixed to, or on the buildings, e.g. an in-built air conditioner, light fittings.	
Blinds or awnings on the outside of the buildings.	
Retaining walls, pathways or driveways	Pathways or driveways made of earth or gravel.
Trees, plants or shrubs growing outdoors in the ground (refer to page 21 for benefits and conditions).	<ul style="list-style-type: none">• Lawn• Plants or trees growing in pots and tubs• Landscaping.
Anything permanently built, constructed or installed on your rental property for domestic purposes, including in-ground swimming pools and spas.	

HOW MUCH WE WILL PAY

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

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

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

WHEN YOUR BUILDINGS ARE PROTECTED

The specific events that your buildings will be covered for are listed in the table below. This cover is subject to the exclusions set out on pages 36–37.

Event	We will cover	We won't cover
Accidental glass breakage	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.	
Burglary, break-in or theft	Any loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft. The burglary, break-in or theft or an attempted burglary, break-in or theft, must be reported to the Police.	Loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft by: <ul style="list-style-type: none"> • you • a tenant • someone else acting on your behalf.
Burning out (fusion) of an electric motor	Cost to repair or replace an electric motor that forms part of your building if it burns out or fuses.	Cost to repair or replace an electric motor if it is older than 15 years.

Event	We will cover	We won't cover
Deliberate or intentional acts	Loss or damage as a result of a deliberate or intentional act.	Loss or damage as result of a deliberate or intentional act by: <ul style="list-style-type: none"> • you • a tenant or their visitors except where provided by the insured event of 'Loss or damage by a tenant or their visitors' • someone else acting on your behalf.
Earthquake or tsunami	Loss or damage as a result of an earthquake or tsunami. You must pay an additional excess of \$250 for a claim for this event.	Loss or damage as a result of an earthquake or tsunami if the loss or damage occurs later than 72 hours after the earthquake or tsunami occurring.
Fire or explosion	Loss or damage as a result of a fire or an explosion.	Loss or damage caused by a bushfire or grass fire that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after: <ul style="list-style-type: none"> • another insurance policy covering the same buildings expired, without a break in cover • the risk passed to you as purchaser of your buildings.

WHEN YOUR BUILDINGS ARE PROTECTED (CONTINUED)

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

Event	We will cover	We won't cover
<p>Loss or damage by a tenant or their visitors</p>	<p>Loss or damage caused by a tenant or their visitors, as a result of:</p> <ul style="list-style-type: none"> • accidental breakage of any: <ul style="list-style-type: none"> – 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 page 11 • impact by a vehicle • water or liquid that escapes from: <ul style="list-style-type: none"> – a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain – a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes – a washing machine or dishwasher – an aquarium – a waterbed – a swimming pool • a deliberate or intentional act, vandalism or a malicious act. 	<p>Damage from a tenant or their visitors or their visitors' pets, scratching, denting, chipping, rubbing, scuffing or chafing any surface.</p> <p>Loss or damage to buildings due to:</p> <ul style="list-style-type: none"> • 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.

WHEN YOUR BUILDINGS ARE PROTECTED (CONTINUED)

Event	We will cover	We won't cover
Power surge	Power surge to domestic equipment directly caused by an identifiable and verifiable source outside your property including; a lightning strike, an object contacting power lines, the resumption of power following a blackout caused by a storm or unexpected interference with a power company transformer by an animal.	Any power surges caused at the site.
Rent default and theft by a tenant	<p>Rent default for the weekly amount your rental property is leased for, up to \$5,000, less any excess and bond money that applies, if your tenant:</p> <ul style="list-style-type: none"> • 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 • is legally evicted from your rental property • stops paying rent owed to you or your agent. 	<p>Rent default if:</p> <ul style="list-style-type: none"> • you have not taken all reasonable steps legally available to you under the Residential Tenancies Act, or other relevant State or Territory Legislation, to remedy non-payment and evict the tenant • the tenant has not breached your rental agreement or periodic tenancy agreement • the rental agreement could have been legally terminated by you • the rent is in arrears at the commencement date of this insurance • you have made a claim under the contents section of this Policy for the same event.

Event	We will cover	We won't cover
Rent default and theft by a tenant (continued)	<p>Will only commence when 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.</p> <p>Up to two weeks rent after a tenant vacates the building without notice when a rental agreement defaults to a 'periodic tenancy agreement'.</p> <p>Up to two weeks rent after the tenant vacates the building when you or your agent issues a notice to leave to a tenant.</p> <p>Theft by a tenant or their visitors only of:</p> <ul style="list-style-type: none"> 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. 	<p>If your tenant leaves the building with, or without notice, and you have failed to respond to a 'Notice to Remedy Breach' issued by the tenant to you.</p> <p>When the term of your rental agreement ends.</p> <p>Theft by a tenant if your property does not have a valid tenancy agreement in force at the time of the theft.</p>

WHEN YOUR BUILDINGS ARE PROTECTED (CONTINUED)

Event	We will cover	We won't cover
Rent default and theft by a tenant (continued)	<p>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 \$5,000 (inclusive of GST) you incur to:</p> <ul style="list-style-type: none"> • 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 • recover amounts for items stolen from your rental property by a tenant or their visitors. <p>We will only pay your legal costs if we agree to pay them before they are incurred.</p>	
Riots or civil commotion	<p>Loss or damage as a result of riots, civil commotion, or industrial or political disturbances.</p>	

Event	We will cover	We won't cover
<p>Storm, rainwater, flood or wind</p>	<p>Loss or damage as a result of:</p> <ul style="list-style-type: none"> • storm (including a named cyclone) • rainwater • flood, or • wind. 	<p>Water entering your buildings:</p> <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <p>Action by the sea.</p> <p>High tide.</p> <p>Storm surge except where it happens at the same time as flood.</p> <p>Swimming pool covers, including solar covers and plastic liners.</p> <p>Loss or damage caused by flood or a named cyclone that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after:</p> <ul style="list-style-type: none"> • another insurance policy covering the same buildings expired, without a break in cover, or • the risk passed to you as purchaser of your buildings.

WHEN YOUR BUILDINGS ARE PROTECTED (CONTINUED)

Event	We will cover	We won't cover
	Free-standing gates and fences, but only if they have been installed and constructed according to the manufacturer's specifications.	Free-standing gates and fences that are made of timber and are more than 15 years old.
Storm, rainwater, flood or wind (continued)		Trees, plants and shrubs except for the cost of removal of storm (including named cyclone), rainwater, flood or wind damaged trees, plants and shrubs.
Vandalism or a malicious act	Loss or damage as a result of vandalism or a malicious act.	Loss or damage as a result of vandalism or a malicious act by: <ul style="list-style-type: none"> • you • a tenant or their visitors except where provided by the insured event of 'Loss or damage by a tenant or their visitors' • someone else acting on your behalf.
Water or liquid damage	Loss or damage caused by water or liquid escaping from: <ul style="list-style-type: none"> • a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain • a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes • a washing machine or dishwasher • an aquarium • a waterbed • a swimming pool • a standalone water tank. 	Your buildings for loss or damage caused by water or liquid entering your buildings: <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of, a structural defect, faulty design or faulty workmanship.

Event	We will cover	We won't cover
	Cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.	Cost of repairing the item from which the water or liquid escaped.

ADDITIONAL BUILDINGS BENEFITS

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

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

This cover is subject to the exclusions set out on pages 36–37.

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

Additional Benefits	We will cover	We won't cover
Architects, surveyors and legal fees	Reasonable costs of employing an architect or surveyor, and also paying any legal fees that arise from the rebuilding, if your buildings suffer total loss or damage as a result of an event we have agreed to cover, and need to be rebuilt as a result.	
Demolition and removal of debris costs	Reasonable costs to demolish and remove any debris resulting from loss or damage to your buildings from an event that we have agreed to cover.	

ADDITIONAL BUILDINGS BENEFITS (CONTINUED)

Additional Benefits	We will cover	We won't cover
<p>Loss of rent</p>	<p>Any loss of rent equal to the weekly amount as stated on your Rental Agreement or Periodic Tenancy Agreement for up to 12 months and a maximum of \$52,000 if your buildings or sections of your buildings suffer loss or damage and are uninhabitable as a result.</p> <p>If we pay for loss of rent under your buildings cover we will not pay for the same event under your contents cover.</p> <p>When:</p> <ul style="list-style-type: none"> • loss or damage to your buildings occurs as a result of an event as listed in this Policy • access to your rental property is prevented due to loss or damage to other property located near your rental property. <p>Any loss of rent for up to two weeks and a maximum of \$2,000 after:</p> <ul style="list-style-type: none"> • the 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 death of the sole tenant • your rental agreement or periodic tenancy agreement is legally terminated by a Residential Tenancies Tribunal or another relevant authority. 	<p>If your rental property is habitable and you can safely gain access to your rental property.</p> <p>If the sole tenant has given you or your agent notice in accordance with the rental agreement or periodic tenancy agreement prior to their death.</p> <p>If your rental property is re-tenanted within the two week period.</p>

Additional Benefits	We will cover	We won't cover
Loss of rent (continued)	Cover will start from when the Termination order issued by the Residential Tenancies Tribunal or other relevant authority takes effect.	
Mortgagee discharge costs	Reasonable legal costs associated with the discharge of any mortgage you have left owing if you make a claim for the total loss of your buildings as a result of an event we have agreed to cover and the mortgage is discharged.	
Replacing keys and repairs to, and/or recoding of locks and barrels	Reasonable costs of replacing keys and repairs to, and/ or recoding of locks and barrels if a key to an external door or window lock of your buildings is stolen or lost as a result of an event we have agreed to cover. Any theft must be reported to the Police.	
Trees, plants and shrubs replacement	<p>Cost to replace any trees, plants or shrubs that are damaged or lost as a result of:</p> <ul style="list-style-type: none"> • burglary, break-in or theft • fire or explosion • vandalism or a malicious act • impact damage. <p>We will pay up to \$1,500.</p>	Loss or damage to lawn.

CONTENTS COVER

WHAT CONTENTS WE PROTECT AND HOW MUCH WILL BE PAID

We will cover the following household goods that:

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

When you take out contents cover, you must nominate the replacement value of your contents at today's prices. This is called the sum insured and is listed on your Schedule. Each content item, pair, set, collection or system of items is covered up to the sum insured.

Contents include	Contents cover does not include
Items thinly covered with gold or silver that are not jewellery or watches.	Jewellery and watches. Unset precious/semi-precious stones (whether or not thinly covered with gold or silver).
Carpets, floating floorboards, curtains or internal blinds.	
Fixtures and fittings that you have installed if you are the owner of a strata title unit.	Fixtures and fittings that you have installed if you are the owner of a strata title unit that the body corporate or similar body has insured.
Internal ceiling, floors, walls, doors and windows if you are the owner of a strata title unit, if the body corporate or similar body has not insured them.	Internal ceiling, floors, walls, doors and windows if you the owner of a strata title unit, if the body corporate or similar body has insured them.
Household goods	Clothing and personal effects.
Furniture and furnishings that are not built-in.	Fixtures, fittings, furniture and furnishings or other personal items owned by the tenant.
Portable domestic appliances that are not built-in.	
Swimming pools, saunas and spas that are not built-in and their accessories.	

Contents include	Contents cover does not include
	Battery-powered items including: <ul style="list-style-type: none"> • audio visual equipment • camera equipment, including accessories and unprocessed film • electronic diaries • GPS (Global Positioning System device) • mobile, satellite or smart phones • portable computers • portable media players.
Plants and trees growing outdoors in pots or tubs.	Plants and trees growing outdoors in the ground.
Lawn mowers including ride-on mowers.	Pedal cycles, motorcycles, mini-bikes, caravans, trailers, aircraft, watercraft, motor vehicles and their accessories.
	Sporting equipment.
	Consumables owned by the tenant.
	Money and negotiable documents.
	Collections of stamps, money, medals or other collectibles.
	Animals, including birds and fish.

WHEN YOUR CONTENTS ARE PROTECTED

The specific events that your contents will be covered for are listed in the table below. This cover is subject to the exclusions set out on pages 36–37.

Event	We will cover	We won't cover
Accidental glass breakage	<p>Loss or damage to:</p> <ul style="list-style-type: none"> • mirrors • glassware • crystal • glass in furniture. <p>Accidental breakage of fixed shower bases, basins, sinks, spas, baths and toilets if you have insured your contents.</p> <p>When the item is chipped or fractured through its entire thickness.</p>	<p>Any mirrors, glassware, crystal, crockery that have been damaged while being used, cleaned or carried by hand.</p> <p>Accidental breakage of fixed shower bases, basins, sinks, spas, baths and toilets if you are the owner of a strata title unit that the body corporate or similar body has insured.</p> <p>Glass that is part of the television, computer screen or monitor.</p>
Burglary, break-in or theft	<p>Any loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft. The burglary, break-in or theft or an attempted burglary, break-in or theft, must be reported to the Police.</p>	<p>Loss or damage as a result of a burglary, break-in or theft or an attempted burglary, break-in or theft by:</p> <ul style="list-style-type: none"> • you • a tenant • someone else acting on your behalf.
Burning out (fusion) of an electric motor	<p>Cost to repair or replace an electric motor if it burns out or fuses.</p>	<p>Cost to repair or replace an electric motor if it is older than 15 years old.</p>

Event	We will cover	We won't cover
Deliberate or intentional acts	Loss or damage as a result of a deliberate or intentional act.	Loss or damage as result of a deliberate or intentional act by: <ul style="list-style-type: none"> • you • a tenant or their visitors except where provided by the insured event of 'Loss or damage by a tenant or their visitors' • someone else acting on your behalf.
Earthquake or tsunami	Loss or damage as a result of an earthquake or tsunami. You must pay an additional excess of \$250 for a claim for this event.	Loss or damage as a result of an earthquake or tsunami if the loss or damage occurs later than 72 hours after the earthquake or tsunami occurring.
Fire or explosion	Loss or damage as a result of a fire or an explosion.	Loss or damage caused by a bushfire or grass fire that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after: <ul style="list-style-type: none"> • another insurance policy covering the same buildings expired, without a break in cover • the risk passed to you as purchaser of your buildings.

WHEN YOUR CONTENTS ARE PROTECTED (CONTINUED)

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

Event	We will cover	We won't cover
Loss or damage by a tenant or their visitors	<p>Loss or damage caused by a tenant or their visitors, as a result of:</p> <ul style="list-style-type: none"> • accidental breakage of any: <ul style="list-style-type: none"> – 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 page 25 • impact by a vehicle • water or liquid that escapes from: <ul style="list-style-type: none"> – a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain – a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes – a washing machine or dishwasher – an aquarium – a waterbed – a swimming pool • a deliberate or intentional act, vandalism or a malicious act. 	<p>Damage from a tenant or their visitors or their visitors' pets, scratching, denting, chipping, rubbing, scuffing or chafing any surface.</p> <p>Loss or damage to contents due to:</p> <ul style="list-style-type: none"> • 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.

WHEN YOUR CONTENTS ARE PROTECTED (CONTINUED)

Event	We will cover	We won't cover
Power surge	Power surge to domestic equipment directly caused by an identifiable and verifiable source outside your property including; a lightning strike, an object contacting power lines, the resumption of power following a blackout caused by a storm or unexpected interference with a power company transformer by an animal.	Any power surges caused at the site.
Rent default and theft by a tenant	<p>Rent default for the weekly amount your rental property is leased for, up to \$5,000, less any excess and bond money that applies, if your tenant:</p> <ul style="list-style-type: none"> • 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 • is legally evicted from your rental property • stops paying rent owed to you or your agent. <p>Will only commence when 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.</p>	<p>Rent default if:</p> <ul style="list-style-type: none"> • you have not taken all reasonable steps legally available to you under the Residential Tenancies Act, or other relevant State or Territory Legislation, to remedy non-payment and evict the tenant • the tenant has not breached your rental agreement or periodic tenancy agreement • the rental agreement could have been legally terminated by you • the rent is in arrears at the commencement date of this insurance • you have made a claim under the building section of this Policy for the same event.

Event	We will cover	We won't cover
<p>Rent default and theft by a tenant (continued)</p>	<p>Up to two weeks rent after a tenant vacates the building without notice when a rental agreement defaults to a 'periodic tenancy agreement'.</p> <p>Up to two weeks rent after the tenant vacates the building when you or your agent issues a notice to leave to a tenant.</p> <p>Theft by a tenant or their visitors only of:</p> <ul style="list-style-type: none"> • 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. <p>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 \$5,000 you incur to:</p> <ul style="list-style-type: none"> • 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 • recover amounts for items stolen from your rental property by a tenant or their visitors. <p>We will only pay your legal costs if we agree to pay them before they are incurred.</p>	<p>If your tenant leaves the building with, or without notice, and you have failed to remedy a 'Notice to Remedy Breach' issued by the tenant to you.</p> <p>When the term of your rental agreement ends.</p> <p>Theft by a tenant if your property does not have a valid tenancy agreement in force at the time of the theft.</p>

WHEN YOUR CONTENTS ARE PROTECTED (CONTINUED)

Event	We will cover	We won't cover
<p>Riots or civil commotion</p>	<p>Loss or damage as a result of riots, civil commotion, or industrial or political disturbances.</p>	
<p>Storm, rainwater, flood or wind</p>	<p>Loss or damage as a result of:</p> <ul style="list-style-type: none"> • storm (including a named cyclone) • rainwater • flood, or • wind. 	<p>Water entering your buildings:</p> <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship. <p>Action by the sea.</p> <p>High tide.</p> <p>Storm surge except where it happens at the same time as flood.</p> <p>Swimming pool covers, including solar covers and plastic liners.</p> <p>Loss or damage caused by flood or a named cyclone that occurs within 48 hours of the start date of your Policy unless you took out your insurance with us immediately after:</p> <ul style="list-style-type: none"> • another insurance policy covering the same contents expired, without a break in cover • the risk passed to you as purchaser of your buildings.

Event	We will cover	We won't cover
Vandalism or a malicious act	Loss or damage as a result of vandalism or a malicious act.	Loss or damage as a result of vandalism or a malicious act by: <ul style="list-style-type: none"> • you • a tenant or their visitors except where provided by the insured event of 'Loss or damage by a tenant or their visitors' • someone else acting on your behalf.
Water or liquid damage	Loss or damage caused by water or liquid escaping from: <ul style="list-style-type: none"> • a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain • a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes • a washing machine or dishwasher • an aquarium • a waterbed • a swimming pool • a standalone watertank. 	Your contents for loss or damage caused by water or liquid entering your buildings: <ul style="list-style-type: none"> • through an opening made for any building, renovation or repair work • because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.
	Cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.	Cost of repairing the item from which the water or liquid escaped.

ADDITIONAL CONTENTS BENEFITS

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

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

This cover is subject to the exclusions set out on pages 36–37.

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

Additional Benefits	We will cover	We won't cover
Increase in sum insured	If we agree to pay you for a loss to your contents for the total sum insured, we will increase your contents sum insured by the amount the Consumer Price Index (CPI) (all groups) has increased since the start of your current Period of Insurance, up to the date of loss.	
Loss of rent	<p>Any loss of rent equal to the weekly amount as stated on your Rental Agreement or Periodic Tenancy Agreement for up to 12 months and a maximum of \$52,000 if your buildings or sections of your buildings suffer loss or damage and are uninhabitable as a result.</p> <p>When:</p> <ul style="list-style-type: none"> • loss or damage to your contents occurs as a result of an event 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. 	If your rental property is habitable and you can safely gain access to your rental property.

Additional Benefits	We will cover	We won't cover
Loss of rent (continued)	<p>Any loss of rent for up to two weeks and a maximum of \$2,000 after:</p> <ul style="list-style-type: none"> the 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 death of the sole tenant your rental agreement or periodic tenancy agreement is legally terminated by a Residential Tenancies Tribunal or another relevant authority. <p>Cover will start from when the Termination order issued by the Residential Tenancies Tribunal or other relevant authority takes effect.</p>	<p>If the sole tenant has given you or your agent notice in accordance with the rental agreement or periodic tenancy agreement prior to their death.</p> <p>If your rental property is re-tenanted within the two week period.</p>
Replacing keys and repairs to, and/or recoding of locks and barrels	<p>Reasonable costs of replacing keys and repairs to, and/ or recoding of locks and barrels if a key to an external door or window lock of your buildings is stolen or lost as a result of an event we have agreed to cover. Any theft must be reported to the Police.</p>	

LIABILITY COVER

WHAT IS LIABILITY COVER?

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

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

occurring during the period of insurance.

WHEN IS LIABILITY COVER PROVIDED?

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

HOW MUCH IS THE COVER?

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

The cover provided is shown in the tables below, and any cover we provide is subject to exclusions outlined on pages 36–37.

LIABILITY COVER IF YOU HAVE INSURED YOUR BUILDINGS

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

LIABILITY COVER IF YOU HAVE INSURED YOUR CONTENTS

We will cover	We won't cover
We will cover you for the amount you are liable to pay as owner of your contents, or occupier of your part of the building if you have insured your contents and you own part of the building that has been subdivided.	If you have only insured your contents we will not cover you for any amount you have to pay as owner of your buildings.
The amount you have to pay because of any defect in your contents if you have insured your contents.	
The amount you have to pay for damage to property while it is in the car park if you provide a car park for your tenant or their visitors to use.	

EXCLUSIONS

Any cover we provide is subject to the following exclusions:

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

GENERAL EXCLUSIONS

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

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

BUILDINGS AND CONTENTS COVER EXCLUSIONS

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

- settling, shrinkage or any movement of earth
- settling, shrinkage or expansion in buildings, foundations, walls or pavements
- erosion, rust, corrosion, gradual deterioration, depreciation, wear or tear
- vermin, birds or insects
- roots from trees, plants, shrubs or grass
- any process of cleaning involving the use of chemicals other than domestic household chemicals
- a defect in an item, structural defects, or faulty or poor 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.

LIABILITY COVER EXCLUSIONS

We will not pay for:

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

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

- any alterations, repairs, renovations or additions to your property 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
- the use of, 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
- 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
- deliberate or intentional acts by you, or anyone acting for you, to cause loss, damage or injury.

YOUR PREMIUM

HOW WE CALCULATE YOUR PREMIUM

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

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

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

You may qualify for rebates on your premium. To find out how refer to pages 54–55.

HOW TO PAY YOUR PREMIUM

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

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

PROBLEMS WITH PAYING YOUR PREMIUM

If you cannot pay your premium on time, please contact the ANZ Insurance Centre immediately on 13 16 14, weekdays from 8am to 8pm (AEST).

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

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

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

YOUR POLICY

HOW TO RENEW YOUR POLICY

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

You will need to review the invitation to renew and comply with your duty of disclosure. If you have any questions or if you need to change your cover, you must contact the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (AEST).

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

HOW TO CHANGE YOUR POLICY

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

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

You should advise us if:

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

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

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

Call the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (AEST).

Step 2 – Check the changes

After we update your details, you will then be sent a Policy Endorsement Schedule.

You will need to review the Policy Endorsement schedule. If you have any questions or if you need to make any changes, you must contact the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (AEST).

Step 3 – Pay your premium if it has increased

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

HOW TO CANCEL YOUR POLICY

If you want to cancel your Policy, call the ANZ Insurance Centre on 13 16 14, weekdays from 8am to 8pm (AEST). We may need your cancellation request in writing. If you cancel your Policy before it ends, and provided no claim has been made, we will refund an amount for the unused premium.

COOLING OFF PERIOD

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

CLAIMS

HOW TO MAKE A CLAIM

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

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

We will need:

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

Call us on 13 16 14 (24 hours, 7 days) to make a claim

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

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

- proof of ownership

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

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

If you need emergency repairs

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

EXCESSES

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 Schedule. You may need to pay more than one type of excess when you make a claim. When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified.

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

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

You will also need to pay an additional excess of \$250 for a claim under each of the following events:

- deliberate or intentional acts, or vandalism or malicious acts by your tenants or their visitors
- rent default by your tenants
- theft of any part of your buildings or contents by your tenants or their visitors.

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

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.

HOW WE SETTLE A BUILDINGS CLAIM

We will decide how we will settle your claim

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

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

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

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

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

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

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

What happens if we decide to repair your buildings

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

- only repair the part or parts of your building(s) that actually sustained damage, including damaged portions of fixed coverings to walls, floors and ceilings, in the rooms, halls or passages where the damage occurred, to a condition as close as possible to when new, but not better
- try to match any material used to repair your building(s) with the original materials or nearest equivalent available to the original materials
- ensure the repairs to your building(s) comply with government and local authority bylaws

- allow you to choose your own repairer or tradesperson, or we can help you to find one; we may decide not to accept your chosen repairer if the quote and credentials are not acceptable
- deal directly with the repairer or tradesperson concerning payment.

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

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

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

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

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

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

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

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

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

HOW WE SETTLE A CONTENTS CLAIM

We will decide how we will settle your claim

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

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

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

To find out what we will pay, see pages 22–23.

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

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

If we decide to repair your contents

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

If we decide to replace your contents

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

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

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

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

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

pair, set, collection or system of items (even though the pair, set, collection or system of items may consequently be less valuable).

We will pay this amount after deducting any:

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

HOW WE SETTLE A LOSS OF RENT CLAIM

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 \$52,000.

If we decide to pay your death of a sole tenant claim

We will pay you up to two weeks rent. The most we will pay is \$2,000.

HOW WE SETTLE A RENT DEFAULT CLAIM

If we decide to pay your rent default claim

We will pay you the rent default up to \$5,000. 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
- number of weeks in rent default.

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

If we decide to pay your theft by a tenant claim

Refer to:

- 'How we settle a buildings claim' on pages 42–43
- 'How we settle a contents claim' on pages 43–44.

CUSTOMER COMPLAINTS

HOW TO RESOLVE A COMPLAINT OR DISPUTE

Talk to us

Our commitment to ensuring our products and services meet your expectations means we value your feedback regarding how we are performing.

Our customer care unit is your first point of contact for raising complaints or providing feedback. You can contact us directly via phone, email or in writing and we will endeavour to resolve your concerns quickly and fairly. We will aim to resolve your complaint within 15 business days.

Phone 13 16 14, weekdays
from 8am to 8pm (AEST)

Email anzinsurance@qbe.com

Address Customer Care Unit
PO Box 1422
PARRAMATTA NSW 2124

Escalating your complaint

If you are not satisfied with the resolution offered by our customer care unit, you can have your complaint reviewed by a Dispute Resolution Specialist.

A final decision will be provided within 15 business days of your complaint being escalated, unless they have requested and you have agreed to give them more time.

External Dispute Resolution

If you are not satisfied with the outcome of your complaint, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Financial Ombudsman Service (FOS), an ASIC approved external dispute resolution body.

FOS is a free service that resolves insurance disputes between consumers and insurers. If you wish to access FOS, you can contact them:

Phone 1300 780 808, weekdays
9am – 5pm (Melbourne time)

Email info@fos.org.au

Mail GPO Box 3,
Melbourne VIC 3001

Website www.fos.org.au

OUR COMMITMENT TO YOU

THE GENERAL INSURANCE CODE OF PRACTICE

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

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

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

Cooling off period

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

PRIVACY STATEMENT

ANZ

ANZ is committed to ensuring the confidentiality and security of your personal information. As the distributor of this product, ANZ collects your personal information from you in order to distribute, manage and administer its products and services. Without your personal information, ANZ may not be able to process your application or provide you with the products or services you require.

ANZ's Privacy Policy details how ANZ manages your personal information and is available on request or may be downloaded from anz.com/privacy

In order to undertake the distribution, management and administration of ANZ's products and services, it may be necessary for ANZ to disclose your personal information to certain third parties.

Unless you consent to such disclosure ANZ will not be able to consider the information you have provided.

Providing your information to others

The parties to whom ANZ may routinely disclose your personal information include:

- to QBE, as the issuer of this product
- an organisation that assists ANZ and/or its related companies to detect and protect against consumer fraud
- any related company of ANZ which will use the information for the same purposes as ANZ and will act under ANZ's Privacy Policy
- an organisation that is in an arrangement or alliance with ANZ and/or any of ANZ's related companies to jointly offer products and/or to share information for marketing purposes (and any of its outsourced service providers or agents), to enable them or ANZ and/or any of its related companies to provide you with products or services and/or to promote a product or service

- organisations performing administration or compliance functions in relation to the products and services ANZ provides
- ANZ's solicitors or legal representatives
- organisations maintaining ANZ's information technology systems
- organisations providing mailing and printing services
- persons who act on your behalf (such as your agent or financial adviser)
- regulatory bodies, government agencies, law enforcement bodies and courts.

ANZ and its related companies will also disclose your personal information in circumstances where they are required by law to do so.

ANZ may disclose information to recipients (including service providers and related companies) which are (1) located outside Australia and/or (2) not established in or do not carry on business in Australia.

You can find details about the location of these recipients in ANZ's Privacy Policy which can be found at anz.com/privacy

If you do not want ANZ or its related companies or alliance partners to tell you about products or services, phone Customer Services 13 13 14 to withdraw your consent.

Collecting sensitive information

ANZ will not collect sensitive information about you, such as information about any criminal charges, without your consent. Any sensitive information collected about you will only be used by the insurer to assess your application and if approved, to provide this product.

Privacy consent

ANZ may send you information about its financial products and services from time to time. ANZ may also disclose your information (other than sensitive information) to its related companies or alliance partners to enable them or ANZ to tell you about a product or service offered by them or a third party with whom they have an arrangement.

You may elect not to receive such information at any time by contacting Customer Services on 13 13 14.

Where you wish to authorise any other parties to act on your behalf, to receive information and/or undertake transactions please notify ANZ in writing.

If you give ANZ personal information about someone else, please show them a copy of this document so that they may understand the manner in which their personal information may be used or disclosed by ANZ in connection with your dealings with ANZ.

Privacy Policy

ANZ's Privacy Policy contains information about:

- when ANZ may collect information from a third party
- how to access and seek correction of personal information
- how you can raise concerns that ANZ has breached the Privacy Act or an applicable code and how ANZ will deal with those matters.

You can contact ANZ about your information or any other privacy matter as follows:

GPO Box 75
Sydney NSW 2001

Email yourfeedback@anz.com

ANZ may charge you a reasonable fee for this.

If any of your personal information is incorrect or has changed, please let ANZ know by contacting Customer Services on 13 13 14.

More information can be found in ANZ's Privacy Policy which can be obtained from its website at anz.com/privacy

QBE

This Privacy Policy applies to QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545, QBE Life (Australia) Pty Limited ABN 83 089 971 073 AFSL 245492, QBE Management Services Pty Limited ABN 92 004 800 131, Austral Mercantile Collections Pty Limited ABN 11 083 776 149, Elders Insurance (Underwriting Agency) Pty Limited ABN 56 138 879 023 AFSL 340965, QBE Lenders' Mortgage Insurance Limited ABN 70 000 511 071 and Trade Credit

Underwriting Agency Pty Limited
ABN 73 160 077 574 (**we, our** and **us**).

We're committed to safeguarding your privacy and the confidentiality of your personal information and are bound by the Australian Privacy Principles which are set out in the *Privacy Act 1988* (Cth) (the *Act*).

Kinds of personal information we collect and hold

Personal information we may collect from you includes:

- your name, address, date of birth and contact details;
- details of any property you insure;
- your financial details, if you take out consumer credit insurance, if your insured property is financed as well as when you decide to pay us by direct debit;
- medical and health information, if you take out travel or sickness and accident insurance or if your claim relates to a sickness or an accident;
- professional qualifications, if they are relevant to the insurance you take out with us; and
- your past employment, qualifications, residency status and proof of identity if you apply to work for us.

Sources of personal information

We may ask you to provide us with your personal information if you're:

- our customer or a beneficiary under one of our customer's policies;
- involved in a claim as a claimant or as a witness;
- a customer of one of our business partners or insurance intermediaries;
- an entrant in a competition or a participant in a loyalty programme or marketing initiative;

- a business partner, where we may contact you to promote our products and services;
- a trainee or person using our online training facilities; or
- an applicant for employment, through our recruitment services provider.

In most cases we'll collect personal information directly from you. We'll obtain your consent to collect sensitive information, such as information about your health, unless we're required or permitted by law to collect it without your consent.

If you're a borrower and your financial institution has required you to pay for lenders' mortgage insurance (LMI) you're not our insured, but we collect your information so that we can assess the risk that you may default on your loan. For more information about LMI and your privacy please visit www.qbelmi.com.au

Purposes for collecting, holding, using and disclosing personal information

We only collect, hold, use and disclose your personal information in ways that you'd reasonably expect and where it is reasonably necessary for our business, including:

- issuing, administering and managing insurance policies;
- processing claims and taking recovery action;
- working with our business partners and insurance intermediaries;
- assessing your suitability to work with us; and
- conducting marketing initiatives and promotional activities.

We'll request your consent for any other purpose which you wouldn't reasonably expect.

If you choose not to provide us with your personal information, we may not be able to do business with you.

Anonymity and pseudonymity

There are some circumstances where you may be able to deal with us anonymously or by using a pseudonym, including where you're only looking for general information about one of our products or services or a quote.

How personal information is collected and held

We collect your personal information when you contact us, use our online services, enter our promotions, participate in marketing initiatives, deal with our business partners and insurance intermediaries and when you apply to work with us.

Your personal information is recorded in our systems, databases and paper records and is held in secure environments. We may use our related bodies corporate, agents and third party suppliers for data storage services, which may be located outside of Australia.

Any personal information you provide over the internet is held securely and isn't retained on our web servers. We use service providers and secure online payment facilities so that you can pay us by credit card. Your details can't be accessed through the internet after your payment has been processed.

When you visit our websites we use common internet technologies, such as cookies, to collect general statistical information and to assist you to use our online services. We don't collect personal information from cookies or use cookies for marketing purposes.

Disclosure to overseas recipients

Sometimes we store or disclose your personal information overseas. The location varies but includes the Philippines, India, Ireland, the UK, the USA, China and countries within the European Union.

Where your personal information has been disclosed overseas, there's a possibility that the recipient may be required to disclose it under a foreign law. Where this occurs, such disclosure isn't a breach of the Act.

Who we may disclose your personal information to and why

We, or our agents, may disclose your personal information to:

- any person authorised by you;
- our related bodies corporate, including to QBE's services company located in the Philippines which provides sales, claims, accounting and administration services;
- mail houses, records management companies or technology services providers for printing and/or delivery of mail and email, including secure storage and management of our records;
- financiers of any property you insure with us, to confirm that your policy is current or where your property is a total loss, to confirm they have a current interest;

- medical practitioners or health care providers, to establish your medical status, arrange appropriate treatment and services. In an emergency we may also disclose information to your employer or family members;
- organisations that provides banking or transactional services to facilitate payments to and from us;
- your financial services providers who arranges your insurance with us;
- co-insureds, to confirm that full disclosure has been made to us;
- other insurers to obtain information about your past insurance history, including to confirm a no claim bonus status, to assess insurance risk or assist with an investigation;
- our reinsurers;
- dispute resolution organisations such as the Financial Ombudsman Service;
- companies that conduct customer surveys on our behalf; and
- insurance reference bureaus to report claims you make with us.

We may also disclose your personal information to:

- repairers and suppliers, to repair or replace your property;
- investigators and assessors, to investigate and assess your claim and matters related to it;
- lawyers and recovery agents, to defend an action by a third party against you, to recover our costs (including amounts you owe us) or to seek a legal opinion on matters related to products or services you have with us;
- witnesses, to obtain a witness statements; and

- other parties to a claim to obtain statements from them, seek recovery or to defend an action.

Personal information about you may also be collected from these people and organisations.

Accessing and seeking correction of your personal information

Our aim is to always have accurate, complete, up-to-date and relevant personal information. When you talk to us or if we send you documentation, you should check that the information we hold about you is correct.

You can request access to the personal information that we hold about you at any time, and ask us to correct any errors. Generally no restrictions or charges will apply.

Contacting us or making a complaint

Please get in touch with us if you have any questions about our policy, if you'd like access to your information or if you'd like us to correct it. We're also available if there's something you're not happy with, whether it be about our policy or how we've managed your information.

Customer Care Unit

Phone 13 16 14 weekdays
from 8am to 8pm (Sydney time)

Email anzinsurance@qbe.com

Post PO Box 219
PARRAMATTA NSW 2124

UPDATING OUR PDS

The information contained in this PDS may change from time to time. Updated information will be available free of charge from www.anz.com or by contacting the ANZ Insurance Centre on 13 16 14. We will issue a supplementary or replacement PDS if there is a materially adverse change to or omission from information in this PDS.

FINANCIAL CLAIMS SCHEME

This policy is a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and claimants in the event of an insurer becoming insolvent. In the unlikely event we become insolvent, you may be entitled to access the FCS, provided you meet the eligibility criteria.

More information may be obtained from APRA – www.apra.gov.au or 1300 55 88 49.

YOUR RESPONSIBILITIES TO US

CONDITIONS WHEN YOU ARE INSURED WITH US

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

You must:

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

CONDITIONS YOU MUST COMPLY WITH WHEN MAKING A CLAIM

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

- you have to be honest and you must give us any information or assistance we require to investigate and process your claim including allowing us access to your property to inspect it where necessary

- you must not admit liability or responsibility for a claim
- you must take reasonable precautions to prevent and mitigate any further loss, damage or liability arising
- you must contact the Police immediately if your buildings or contents suffer loss or damage as a result of theft or burglary or attempted theft or burglary, vandalism or a malicious act
- unless you are preventing further damage, keep all damaged buildings or contents so we can inspect them if required and do not repair or replace any damaged buildings or contents without our consent.

SANCTIONS

You are not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America. How you can qualify for rebates

HOW YOU CAN QUALIFY FOR REBATES

We will reward you once you have multiple policies with us, and for remaining our customer over time. The rebates paid will result in a refund of a part of the premium amount paid for the current period of insurance for each eligible policy.

HERE IS HOW IT WORKS:

1. Multiple policy rebate

- If you have two or more eligible policies at the end of any rebate period, we will send you a rebate of a part of the premium amount paid for the current period of insurance for each eligible policy.
- The annual rebate amount is 7.5% of the premium amount for each eligible policy if you own two policies, or 10% of the premium amount for each eligible policy if you own three or more policies.

2. Loyalty rebate

- If you have two or more eligible policies, you can then qualify for a loyalty rebate.
- If you have continuously had an eligible policy for one year or more at the end of any rebate period, we will send you a rebate for your loyalty on all of your eligible policies.

For eligible policies held continuously for	Your annual rebate (% of annual premium)	
	2 eligible policies	3 or more eligible policies
Less than 1 year	7.5%	10%
1–2 years	8.5%	11%
2–3 years	9.5%	12%
3–4 years	10.5%	13%
4–5 years	11.5%	14%
More than 5 years	12.5%	15%

How will rebates be calculated and paid?

- Rebates are calculated twice each year based on the premium amount for each eligible policy and as at the end of each rebate period.
- If you qualified for a rebate, you will receive half of the annual rebate at the end of each rebate period.
- We aim to pay you your rebate amounts within one month after the end of a rebate period.
- Any rebate due to you will be satisfied when we credit the rebate amount to your bank account or send a cheque to your address.
- Please help us to give you your rebate by ensuring your personal details are up to date and accurate.

Other important rules

- If you own a policy in conjunction with one or more other people, only the first person listed on the Policy Schedule can qualify for or receive a rebate.
- In order to qualify, your eligible policy must be within the cover period on your Policy Schedule(s) and your premium payments must be up to date.
- This offer applies to eligible policies issued from 13 October 2008, and may be withdrawn or changed at any time.
- This offer does not apply if an eligible policy has already received a multiple policy discount of any kind.
- If you cancel your Policy before its expiry date, and we have paid you a rebate, we can deduct some or all of the rebate relating to that Policy from your next rebate amount, or claim it back from you.

Definitions that apply to rebates

Annual premium: is the amount that you pay us for your Policy for a 12 month period, and includes any government and other charges.

Eligible policies: are ANZ Home Insurance buildings cover, ANZ Home Insurance contents cover, ANZ Landlord Insurance and ANZ Car Insurance underwritten by us. ANZ Home Insurance policies that have buildings and contents cover will count as two policies.

Rebate periods: are the six month periods starting on 1 October and 1 April each year.

GLOSSARY

Words with a special meaning:

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

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.

Buildings: Buildings that you own or are legally responsible for as defined under 'What buildings we protect' on page 9.

Contents: Contents that you own or are legally responsible for as defined 'What contents we protect and how much will be paid' on pages 22–23.

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

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

Excess: The amount you pay when you make a claim on your Policy. The amount and type of excess that may apply to your Policy is shown on your current Schedule and on pages 41–42 in this PDS.

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 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. another natural watercourse (whether or not it has been altered or modified);
- e. a reservoir;
- f. a canal;
- g. a dam.

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

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

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

Policy Endorsement Schedule:

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

Premium: The total amount you pay for your insurance 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 rental agreement or periodic tenancy agreement.

Rental agreement: The agreement between you or your rental property 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.

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.

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.

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

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

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

Supplementary Product Disclosure Statement (Supplementary PDS): 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 of any person acting on their own or in connection with an organisation or foreign government, which can involve the use of or threat of force or violence, where the purpose, by its nature or context, is to put the public or section of the public in fear, to resist or influence a government or, to further an ideological, religious, ethnic or similar aim.

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

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

Us, we and our: Refers to QBE Insurance (Australia) Limited ABN 78 003 191 035, AFSL 239545.

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.

WHAT ARE THE NEXT STEPS?


If you'd like more information, please feel free to:

 Call 13 16 14 weekdays 8am to 8pm (AEST)

 Visit anz.com/insurance

 Talk to staff at any ANZ branch

For 24 hour claims service

 Call 13 16 14

Insurer

QBE Insurance (Australia) Limited (QBE)
ABN 78 003 191 035
AFSL 239545

Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522.
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