

# KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Home Cover Prestige Policy

Prepared on: 9 March 2021

**THIS IS NOT AN INSURANCE CONTRACT**

**MEMBER**<sup>care</sup>

## STEP 1 Understanding the Facts Sheet

This Key Facts Sheet sets out **some** of the events covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement (PDS)** and all policy documentation for more details.

## STEP 2 Check the maximum level of cover and the events covered

Under this policy you set the maximum level of cover and your payout is limited to that amount (*Sum insured*).

Event/cover	Yes/No Optional	Some examples of specific conditions, exclusions or limits that apply to events/covers (see PDS and other policy documentation for details of others)*
Fire and Explosion	Yes	We do not cover damage to an item designed to be exposed to or generate heat, caused in the ordinary course of its use.
Flood	Yes	We do not cover damage to swimming pool or spa covers.
Storm	Yes	We do not cover damage caused by water entering your building through an opening in the wall or roof made for the purpose of alterations, additions, renovation or repair.
Accidental breakage	Yes	Excludes loss or damage to sporting equipment whilst in use or play.
Earthquake	Yes	We refer to this event as "Earthquake or tsunami". We only cover damage caused by landslide and/or subsidence that happens within 72 hours of, and as a direct result of, the earthquake or tsunami.
Lightning	Yes	We cover damage caused by a direct lightning strike, or thunderbolt.
Theft and Burglary	Yes	Excludes loss or damage if the theft was by you, your family or tenants.
Actions of the sea	No	We do not cover loss or damage caused by tidal wave, high tide, king tide, storm surge or any other movement of the sea except for tsunami.
Malicious Damage	Yes	We do not cover damage caused by a malicious act by someone who was on your property with your consent.
Impacts	Yes	We cover this under three events, "Collision", "Falling tree, branch or aerial" and "Damage by animals". We only cover collision of animals not kept at your site.
Escape of liquid	Yes	We do not cover damage due to water escaping from a shower recess or shower base.
<b>Cover for valuables, collections and items away from the insured address</b>		
High value items and collections	Yes	We will pay no more than the prescribed high risk items limit unless the item is specifically shown on the Policy Schedule as specified contents.
Items away from insured address	Yes	Covers most contents temporarily overseas for up to 90 consecutive days, or, anywhere in Australia or New Zealand. See PDS for limits and exclusions, e.g. it excludes items used in connection with a profession, trade or business.

\* This Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.



## STEP 3 Other things to consider

### Limits

This policy has restrictions that limit your cover for certain events and items, for example there is a \$2500 limit for any one claim to re-key or replace the locks in your home when the key to these locks have been stolen following an incident of theft. To find out these limits you need to read the PDS and other relevant policy documentation.

### Excesses

If you make a claim, the excess is the amount you may have to pay for each incident. A number of different excesses may apply in respect to this policy, for example all claims for earthquake or tsunami have a minimum excess of \$500, if your basic excess is lower or higher than \$500, the higher amount will be deducted for any claim for earthquake or tsunami. You may be able to increase these excesses to lower your premium. For more detail, please read the PDS and other policy documentation.

### Legal liability

This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to \$30 million. You should read the PDS carefully to determine the extent of this cover.

### Cooling off period

If you decide you don't want this policy within 21 days of it being issued and you haven't made a claim, you can cancel it and receive a refund.

### Maximum level of cover offered by insurers

Insurers offer different maximum levels of cover in the event of the loss or destruction of your contents including where:

- you set the maximum level of cover and your payout is limited to that amount\* (*Sum insured*).
- you set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (*Sum insured plus safety net*).

\* the insurer may provide some cover above this amount.

When working out how much cover you need for your contents, ensure that you value your possessions correctly. To do this you could start by listing all your contents and working out how much it would cost to replace them.

A failure to adequately insure your contents for their replacement value may result in underinsurance.

**Warning: this Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover.**

## STEP 4 Seek more information

If you want more information on this policy contact us on 1300 734 728 or the phone number at the top of your Policy.

For more information on choosing insurance and to better understand insurance visit the Australian Government website: [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

### The policy this KFS relates to is:

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