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# Landlord Insurance

- Product Disclosure Statement And Policy Booklet (PDS)



This Product Disclosure Statement and Policy Booklet (PDS) was prepared on 2 August 2022. The information in this PDS is current at that date. From time to time, we may include more up-to-date information in the PDS that is not materially adverse without notifying you. You can get more up-to-date information by calling 132 132 or visiting [nrma.com.au](http://nrma.com.au). We will give you a free copy of any updates when you request them. If it becomes necessary, we will issue you a supplementary or replacement PDS. ©2022.



# Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is dated 10 October 2023 and will apply to all policies under the **NRMA Insurance Landlords NSW, ACT and TAS Insurance Product Disclosure Statement and Policy Booklet (PDS)**, (Prepared on 02/08/2022) version G018346 08/22; taken out with a new business effective date on or after 11 October 2023, or with a renewal effective date on or after 13 November 2023.

The information in this SPDS updates the terms contained in the PDS and should be read together with the PDS and any other applicable SPDS.

If you would like another copy of your PDS, please go to [nrma.com.au](http://nrma.com.au).

# Changes to your PDS

Your PDS is amended by the following:

## **Change 1 – Amendment to ‘What your rental property and contents covers’**

**Your PDS is amended by replacing the words “that happens immediately as a direct result of” with the words “that happens within 72 hours of, and as a direct result of,” where it appears under the following listed events:**

- ‘Earthquake’ on page 22
- ‘Explosion’ on page 23
- ‘Flood and rainwater run-off’ on page 24
- ‘Storm’ on page 27
- ‘Storm surge’ on page 28
- ‘Water and oil leaks’ on page 31

## **Change 2 – Amendment to ‘Other benefits’**

**Your PDS is amended by replacing the words “we agree you need” with “it is reasonably necessary for you” under the subheading ‘Demolishing and removing debris’ on page 33.**

**The updated wording is as follows:**

If a listed event causes loss or damage to your rental property and it is reasonably necessary for you to demolish part or all of your rental property or remove any debris.

### **Change 3 – Amendment to ‘General exclusions for all covers and benefits’**

**Your PDS is amended by replacing the word “immediately” with “within 72 hours of, and” within the ‘What we don’t cover’ section on page 43, in the two places where it appears on that page.**

**The first change is as follows:**

- landslide or subsidence unless it happens within 72 hours of, and as a direct result of:
  - flood\*\*
  - rainwater run-off\*\*
  - storm
  - storm surge\*\*
  - water or oil leak
  - earthquake, or
  - explosion

**The second change at the bottom of the page is as follows:**

\*\*If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens within 72 hours of, and as a direct result of flood, rainwater run-off or storm surge.

## **Change 4 – Amendment to ‘Recovery actions’**

**Your PDS is amended by deleting the last two paragraphs within the ‘Recovery action by us’ section on page 60, and replacing it with the following:**

You must give us all the information and co-operation that we reasonably require to take the recovery action. We will only request information or co-operation which is relevant to pursue the recovery action and will provide an explanation as to why it is needed. We will act reasonably in exercising our discretion in the conduct of any legal proceedings and in the settlement of any claim while we conduct any recovery action. We will keep you reasonably informed and updated with the progress of proceedings.

You must not do anything unreasonable which prejudices us in taking any recovery action without our written consent. For example, you must not:

- assign your rights to anyone else; or
- opt-out of any representative or group proceedings taken by us.

# Thank you for choosing NRMA Insurance.

At NRMA Insurance, we have been protecting Australians and the things they value for over 90 years. Over that time, we've built a wealth of invaluable knowledge and experience.

This helps us provide you with great customer service and quality cover, to better protect the things you value.

We're always there when you need us. Our 24 hour claims line offers a simpler way to make a claim, so that you're back on your feet as quickly as possible.

This booklet contains information you need to know about your Landlord Insurance policy. If you have any questions, or if there's anything we can help with, get in touch today.



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132 132



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# Landlord Insurance at a glance – quick summary

Here's a summary of the key details about Landlord Insurance. In this Product Disclosure Statement and Policy Booklet (PDS), we set out the full details about your cover and any limits, exclusions and conditions that may apply.

## Who we cover

### Under your policy, we cover:

- you – which means all of the people named as 'the insured' on your current Certificate of Insurance.

## Type of insurance

### You can choose from these 3 types of insurance:

- Buildings and Contents Insurance (covers both your rental property and contents, and loss of rental income)
- Buildings Insurance (covers your rental property and loss of rental income)
- Contents Insurance (covers your contents and loss of rental income).

## What we insure

page 14

### Your rental property:

- domestic residential buildings at your site
- building improvements and fixtures.

page 15

### Your contents:

- items that you own and leave at your rental property for your tenants' use.



## What we pay

page 52

### For your rental property:

- cost to repair or rebuild your rental property up to the Buildings sum insured
- costs covered under 'other benefits', some of which are included in your Buildings sum insured.

page 56

### For your contents:

- cost to repair or replace the contents up to the Contents sum insured.

## What you're covered for

page 19

### Listed events:

- we cover loss or damage to your rental property and/or contents caused by certain events – for example, fire, theft, storm and earthquake.

page 32

### Other benefits:

- we cover other costs you may incur in certain situations – for example, loss of rent and rebuilding fees.

page 39

### Liability cover:

- we cover claims made against you for death or injury to another person and for loss or damage to someone else's property.

# Key features and benefits of Landlord Insurance

This table summarises your cover. In this PDS, we set out the full details about your cover, any limits, exclusions and conditions that may apply.



| What you're covered for |  | Buildings Insurance | Contents Insurance |
|-------------------------|--|---------------------|--------------------|
| <b>Listed events</b>    | Animal damage  | ✓                   | ✓                  |
|                         | Broken glass – buildings   | ✓                   | ✗                  |
|                         | Broken glass – contents  | ✗                   | ✓                  |
|                         | Burnout of electric motors – fusion  | ✓                   | ✓                  |
|                         | Earthquake   | ✓                   | ✓                  |
|                         | Explosion  | ✓                   | ✓                  |
|                         | Fire   | ✓                   | ✓                  |
|                         | Flood and rainwater run-off*   | ✓                   | ✓                  |
|                         | Impact damage  | ✓                   | ✓                  |
|                         | Lightning  | ✓                   | ✓                  |
|                         | Rent default   | ✓                   | ✓                  |
|                         | Riots or civil commotion   | ✓                   | ✓                  |
|                         | Storm  | ✓                   | ✓                  |
|                         | Storm surge*   | ✓                   | ✓                  |
|                         | Theft or attempted theft – by a tenant or their guest                      | ✓                   | ✓                  |
|                         | Theft or attempted theft – by someone else                                 | ✓                   | ✓                  |
|                         | Tsunami  | ✓                   | ✓                  |
|                         | Vandalism or a malicious act or intentional act – by tenant or their guest | ✓                   | ✓                  |
|                         | Vandalism or a malicious act – by someone else                             | ✓                   | ✓                  |
|                         | Water and oil leaks  | ✓                   | ✓                  |

\* If we have offered you the option to remove cover for flood, rainwater run-off and storm surge, and you choose to do so, you will not have cover for loss or damage to your rental property and/or contents caused by flood, rainwater run-off or storm surge – see pages 24 and 28.



| What you're covered for                       | Buildings Insurance | Contents Insurance |
|---|---------------------|--------------------|
| <b>Other benefits</b>                         |                     |                    |
| Building materials                            | ✓                   | ✗                  |
| Demolishing and removing debris               | ✓                   | ✗                  |
| Furniture and furnishings – non strata scheme | ✓                   | ✗                  |
| Keys and locks                                | ✓                   | ✗                  |
| Locating the cause of damage                  | ✓                   | ✗                  |
| Loss of rent during repairs                   | ✓                   | ✗                  |
| Meeting building regulations                  | ✓                   | ✗                  |
| Mortgagee discharge costs                     | ✓                   | ✗                  |
| Rebuilding fees                               | ✓                   | ✗                  |
| <b>Liability cover</b>                        | ✓                   | ✓                  |

# Table of contents

|  |           |  |           |
|--|-----------|--|-----------|
| <b>1 Key details about your policy</b>                   | <b>8</b>  |  |           |
| <b>Our agreement with you</b>                            | <b>9</b>  |  |           |
| – Your contract  | 9         | – Explosion  | 23        |
| – Receiving your policy documents                        | 9         | – Fire   | 23        |
| – Limits, exclusions and conditions                      | 9         | – Flood and rainwater run-off  | 24        |
| – Sum insured  | 10        | – Impact damage  | 25        |
| – Your premium   | 10        | – Lightning  | 25        |
| – 21 day cooling-off period                              | 12        | – Rent default   | 26        |
| – Assigning rights and appointing a representative       | 12        | – Riots or civil commotion   | 26        |
| – Governing law and GST                                  | 12        | – Storm  | 27        |
|  |           | – Storm surge  | 28        |
|  |           | – Theft or attempted theft – by a tenant or their guest                      | 29        |
|  |           | – Theft or attempted theft – by someone else                                 | 29        |
|  |           | – Tsunami  | 30        |
|  |           | – Vandalism or a malicious act or intentional act – by tenant or their guest | 30        |
|  |           | – Vandalism or a malicious act – by someone else                             | 31        |
|  |           | – Water and oil leaks  | 31        |
| <b>2 Buildings and contents we insure</b>                | <b>13</b> | <b>Other benefits</b>  | <b>32</b> |
| <b>The buildings we insure</b>                           | <b>14</b> | – Building materials   | 33        |
| – Buildings we don't insure                              | 14        | – Demolishing and removing debris  | 33        |
| <b>The types of contents we insure</b>                   | <b>15</b> | – Furniture and furnishings – non strata scheme                              | 34        |
| – Maximum amounts we pay for some contents               | 15        | – Keys and locks   | 34        |
| – Contents we don't insure                               | 16        | – Locating the cause of damage   | 35        |
| – Where we insure your contents                          | 17        | – Loss of rent during repairs  | 35        |
| – Limits that apply at certain locations                 | 17        | – Meeting building regulations   | 36        |
| – At your rental property – inside                       | 17        | – Mortgagee discharge costs  | 36        |
| – At your rental property – in the open air at your site | 17        | – Rebuilding fees  | 37        |
| <b>3 What your rental property and contents covers</b>   | <b>18</b> | <b>4 Liability cover</b>   | <b>38</b> |
| <b>The events we cover</b>                               | <b>19</b> | <b>Liability cover</b>   | <b>39</b> |
| – Animal damage  | 20        | – What happens when you make a liability claim                               | 41        |
| – Burn out of electric motors – fusion                   | 20        |  |           |
| – Broken glass – buildings                               | 21        |  |           |
| – Broken glass – contents                                | 22        |  |           |
| – Earthquake   | 22        |  |           |

## **5** General exclusions and your responsibilities **42**

---

**General exclusions for all covers and benefits** **43**

**Your responsibilities** **46**

## **6** Claims and what we pay **48**

---

**Making a claim** **49**

**Excesses** **51**

**What we pay for – Buildings Insurance** **52**

- The most we pay 52
- How we settle your buildings claim 52
- Lifetime guarantee 54
- Credit providers' rights 55

**What we pay for – Contents Insurance** **56**

- The most we pay 56
- How we settle your contents claim 56
- What happens after we pay the sum insured 57

**How we settle certain things** **57**

- Deducting 4 times weekly rent amount 57
- Rent default 57
- Matching materials 58
- Carpet, vinyl, tiles or floorboards 58
- Pairs, sets or collections 58
- Damaged or recovered property 58

**Businesses registered for GST** **59**

**Recovery actions** **59**

- Recovery action by us 59
- Recovery action by you 60

**How we pay claims – some examples** **61**

- Example claim 1: Repairing your rental property 61
- Example claim 2: Replacing your contents 61
- Example claim 3: Your rental property and contents are totally destroyed 62
- Example claim 4: Rent default 62
- Example claim 5: Repairing your rental property – loss of rent 63
- Example claim 6: Liability claim at your rental property 63

## **7** Other information you need to know **64**

---

**Changes to your policy** **65**

- Changes you can make 65
- Changes we can make 66

**How to resolve a complaint or dispute** **67**

**Privacy of your personal information** **68**

**General Insurance Code of Practice** **69**

**Financial Claims Scheme** **69**

## **Definitions** **70**

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# Key details about your policy

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## Words with special meaning

Some words in this PDS have special meaning – see ‘Definitions’ on pages 70 - 73.

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# Our agreement with you



Key details  
about your  
policy

## Your contract

Your policy is a contract between you and us and is made up of:

- your current Certificate of Insurance
- this Product Disclosure Statement and Policy Booklet (PDS), and
- any applicable Supplementary PDS.

## More than one insured

If there's more than one insured on the Certificate of Insurance, then anything that any insured says, does or omits to do, will apply to all of the insureds.

Also, each insured can act on behalf of all the insureds as their agent.

## Certificate of Insurance

Your current Certificate of Insurance shows the type(s) of insurance and the amount of insurance you have chosen under your policy. It also shows the period that is covered by your policy – we only cover you for incidents that happen during the policy period.

## Receiving your policy documents

You may choose to receive your policy documents:

- electronically – that is, by email, or
- by post.

If we send your policy documents by email, we will send them to the email address you last gave us. Any policy documents we send to your email address will be considered to have been received by you 24 hours from when we send them.

If we send your policy documents by post, we will send them to the mailing address you last gave us.

You are responsible for making sure the email and mailing address we have for you is up-to-date. It is important that you tell us of any change to your email or postal address – see 'You change your contact details' on page 65.

## Limits, exclusions and conditions

Limits, exclusions and conditions apply to the cover you have chosen:

- throughout this PDS, we set out any specific limits, exclusions and conditions with the cover they apply to
- on pages 43 to 45, we set out the general exclusions that apply to all covers and benefits under your policy, and
- on pages 46 and 47, we set out your responsibilities when you are insured with us.

## Special conditions

We may apply special conditions on your policy that may exclude, restrict or

extend cover for a person or a particular matter at the time that you purchase the policy. For example, we may not cover you for some incidents like a bushfire, storm or flood if they cause loss or damage during a specific period which is also known as an embargo period.

Your current Certificate of Insurance shows any special conditions that apply to your policy, including the period of any applicable embargo period.

In addition, we may apply special conditions during your policy that limit your ability to make changes to coverage, sum insured and your policy terms.

## Sum insured

Your current Certificate of Insurance shows the amount of insurance you have under your policy as your:

- Buildings sum insured, and/or
- Contents sum insured.

Some of the 'other benefits' provide cover for costs or expenses which are payable as part of your Buildings sum insured. Refer to page 32 for details.

Each year your policy renews, we automatically increase your Buildings sum insured and Contents sum insured to account for inflationary trends.

In your offer of renewal, we show you the new sum(s) insured that will apply during the next policy period.

## Buildings sum insured

The Buildings sum insured is the amount of insurance you choose to cover your rental property.

We insure certain types of buildings – see page 14.

## Contents sum insured

The Contents sum insured is the amount of insurance you choose to cover your contents.

If we replace an item that is part of your contents, we will replace it with a new one. This is known as 'new for old'.

We insure certain types of contents – see page 15.

Make sure you insure your buildings and contents for their full replacement value. To help you estimate the full replacement value, visit our website at [nrma.com.au](http://nrma.com.au) and use our Landlords buildings calculator.

## Your premium

In return for paying your premium, we provide the cover you have chosen.

Your premium is based on the likelihood of a claim being made under your policy for an incident that occurs during the policy period. When we work out your



premium, we look at a range of factors including:

- your address
- the amount your buildings and contents are insured for
- the construction materials of your rental property and roof.

For more information about how we work out your premium, the excesses that may apply to your policy and any discounts you may be eligible for, see our Premium, Excess & Discounts Guide.

To get a free copy of our Premium, Excess & Discounts Guide:



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policy-booklets](http://nrma.com.au/policy-booklets)



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132 132



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## Paying your premium

You must pay your premium on time. You can pay your premium:

- annually in one lump sum, or
- in monthly instalments by direct debit from an account or credit card you nominate (if we offer this option to you).

Your current Certificate of Insurance shows the amount you need to pay and the due date for your annual premium or for each monthly instalment.

If you pay annually, you can pay through any of these ways:



Go to [nrma.com.au/payments](http://nrma.com.au/payments) or to our Self Service Centre and have your credit card ready



Contact your financial institution to arrange payment from your account



Call 131 144 and have your credit card ready



Pay in person using, EFTPOS, cheque, or credit card at an NRMA office or Australia Post Office (Australia Post also accepts cash)



Send your cheque or credit card details to the address shown on your notice.

## What happens if you don't pay on time

When you take out insurance, you need to pay your annual premium or any instalments by the due date specified on your Certificate of Insurance.

An instalment is unpaid if it cannot be deducted from your nominated account or credit card.

If your premium is overdue we will send you a notice outlining the overdue amount and when it needs to be paid.

If your premium remains unpaid after the time period specified in the notice we send, we will:

- cancel your policy for non-payment; and
- refuse to pay any claim for an incident occurring after the cancellation date.

If you pay by instalment, we will send you a second notice either before cancellation informing you of the effective date of cancellation, or within 14 days after cancellation confirming the effective date of cancellation.

If you need to make a claim when your policy is overdue, and before your policy has been cancelled for non-payment, we will require you to pay the overdue amount as part of the claim settlement process. Alternatively, where the settlement method allows we can reduce the settlement payment by the overdue amount.

## **21 day cooling-off period**

You can tell us to cancel your policy within 21 days from:

- the date we issue your policy – for example, if you call us on 3 May to set up a new policy from 10 May, then your 21 day cooling-off period starts from 3 May as that's when we issued your policy
- the start date of the policy period that applies when you renew your policy.

If you tell us to cancel your policy within those times, we'll refund the premium you paid us in full. However, we can only do that if you haven't made a claim on your policy.

## **Assigning rights and appointing a representative**

### **Assigning your rights**

You must not assign any benefits, rights or obligations under your policy unless you get our written consent first.

### **Appointing someone to represent you**

If you want to appoint someone to represent you, then you need to tell us and we need to agree that we will deal with them on your behalf. For example, you ask someone to manage your policy or a claim. For more details about who you can appoint to manage your claim, such as a repairer, see page 47.

We will not unreasonably withhold our consent to an appointment. However, we may have a concern with a party that may present a conflict of interest. For example, someone who supplies goods or services for your claim.

## **Governing law and GST**

### **Governing law**

This contract is governed by the law of the Australian State or Territory that your rental property is located in.

### **GST**

# Buildings and contents we insure

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We insure certain types of buildings and/or contents.  
This section describes:

- The buildings we insure.
- The types of contents we insure.
- Where we insure your contents.

Full details about what we insure are set out in this PDS.

# The buildings we insure

Under Buildings Insurance, we cover loss or damage to your rental property building(s) that you own.

## Your rental property

Your rental property buildings include:

- domestic residential buildings at your site that can be locked up
- home improvements at your site – for example, garage, carport or in-ground pool
- fixtures or items permanently attached or fixed to your rental property – for example, light fixtures, built in wardrobes and kitchen cupboards.

To see how we define key words like 'rental property' and 'fixtures', see pages 70 to 73

## Buildings we don't insure

We don't insure:

- boarding houses or hostels
- hotels or motels
- commercial buildings
- exhibition or display home properties
- commercial farm buildings, or
- buildings under initial construction.

If you are not sure whether your rental property is any of these, call us on 132 132.

We will refuse a claim and cancel your policy if your rental property is or becomes any of these things.

# The types of contents we insure



## Buildings and contents we insure

### Your contents

Items that are not permanently attached or fixed to the structure of your rental property that you:

- own, or
- are responsible for as part of a written employment contract or a hire or lease agreement (except a tenancy agreement).

Contents are the items you leave at your rental property for your tenants' use and include:

- furniture and furnishings
- carpets
- electrical items not permanently attached to your rental property.

When you make a claim, we may ask you to provide proof of ownership and value for an item – for example, a receipt, valuation or photograph

### Rental property under strata scheme

If your rental property is part of a strata scheme, then under Contents Insurance we also cover your fixtures that are permanently attached to your rental property.

However, we only cover these fixtures when they are not insured by the Owners' Corporation.

### Maximum amounts we pay for some contents

When certain items are part of your contents, we limit how much we pay for them.

For example, if a fire in your rental property damages your television that is valued at \$2,500, we will only pay you \$2,000.

**Table 2.1 – Types of contents we insure**

This table shows the maximum amount we'll pay for some contents.

We do not limit items that are not shown here – for example, your lounge or dining suite.

| Items we limit   | The most we pay  |
|--|------------------|
| Lawnmower  | \$500 in total   |
| Television   | \$2,000 in total |
| Stereo and entertainment systems including game consoles | \$2,000 in total |
| Other electrical items excluding whitegoods              | \$2,000 in total |

## Contents we don't insure

We don't insure:

- loose or unset gemstones
- plants, trees or shrubs growing in the ground
- grass, rocks and soil on your site
- building materials or items at your site that are due to be fitted to your rental property (we provide limited cover for those items under Buildings Insurance – see page 33)
- animals
- computers and their equipment
- clothes and personal effects
- collections of any kind
- gold or silver items
- jewellery and watches
- money
- cryptocurrency and/or any devices or programs involved in the storage or transfer of cryptocurrency
- negotiable documents
- photographic equipment
- personal handheld electronic devices – for example, mobile phones and PDAs
- sporting equipment
- tools of trade
- works of art
- goods kept for sale, distribution, on display, exhibition or on consignment
- stock used in any trade, business or profession
- watercraft, sailboards and non motorised surf skis including paddle boards
- trailers, caravans, aircraft or aerial devices
- vehicles including:
  - motor vehicles
  - motorcycles, or
  - ride-on vehicles except for ride on lawn mowers that your tenant uses to mow the lawn.

## Where we insure your contents

One of the things that affects what we pay for your contents is where your contents are when the loss or damage takes place. Table 2.2 shows the locations where we insure your contents.



**Buildings and  
contents we  
insure**

**Table 2.2 – Where we insure your contents**

| Location of contents                                   | Contents Insurance |
|--|--------------------|
| At your rental property – inside                       | ✓                  |
| At your rental property – In the open air at your site | ✓                  |

## Limits that apply at certain locations

We insure your contents when they are:

- at your rental property – inside
- at your rental property – in the open air at your site

We limit what we pay for your contents depending on where they are when the loss or damage takes place.

### At your rental property – inside

We cover your contents when they are inside your rental property.

#### Covered

- contents inside rental property.

### At your rental property – in the open air at your site

We cover some of your contents when they are in the open air at your site.

#### Covered

- contents in the open air at your site.

The most we will pay is 20% of the Contents sum insured.

# What your rental property and contents covers

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We cover loss or damage to your rental property, contents or both. This section describes:

- The events we cover
- Other benefits.

The table on the next page summarises your cover.

Full details about your cover are set out in this PDS.



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In this section, we outline what you're covered for and any specific limits, exclusions and conditions that apply to your cover.

General exclusions also apply. If you don't meet your responsibilities, you may put your claim or cover at risk – see Section 5.

How we settle a claim is set out in Section 6.

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# The events we cover

3

We cover loss or damage to your rental property and/or contents when certain things happen during the policy period. These are known as 'listed events'.

What your rental property and contents covers

We cover the listed events as shown in Table 3.1 under:

- Buildings Insurance
- Contents Insurance.



**Table 3.1 – Listed events**

| Listed Events  | Buildings Insurance | Contents Insurance | Page |
|--|---------------------|--------------------|------|
| Animal damage  | ✓                   | ✓                  | 20   |
| Burn out of electric motors – fusion                                     | ✓                   | ✓                  | 20   |
| Broken glass – buildings   | ✓                   | ✗                  | 21   |
| Broken glass – contents  | ✗                   | ✓                  | 22   |
| Earthquake   | ✓                   | ✓                  | 22   |
| Explosion  | ✓                   | ✓                  | 23   |
| Fire   | ✓                   | ✓                  | 23   |
| Flood and rainwater run-off*   | ✓                   | ✓                  | 24   |
| Impact damage  | ✓                   | ✓                  | 25   |
| Lightning  | ✓                   | ✓                  | 25   |
| Rent default   | ✓                   | ✓                  | 26   |
| Riots or civil commotion   | ✓                   | ✓                  | 26   |
| Storm  | ✓                   | ✓                  | 27   |
| Storm surge*   | ✓                   | ✓                  | 28   |
| Theft or attempted theft – by a tenant or their guest                    | ✓                   | ✓                  | 29   |
| Theft or attempted theft – by someone else                               | ✓                   | ✓                  | 29   |
| Tsunami  | ✓                   | ✓                  | 30   |
| Vandalism or a malicious or intentional act – by a tenant or their guest | ✓                   | ✓                  | 30   |
| Vandalism or a malicious act – by someone else                           | ✓                   | ✓                  | 31   |
| Water and oil leaks  | ✓                   | ✓                  | 31   |

\* If we have offered you the option to remove cover for flood, rainwater run-off and storm surge, and you choose to do so, you will not have cover for loss or damage to your rental property and/or contents caused by flood, rainwater run-off or storm surge – see pages 24 and 28.

## Animal damage

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If loss or damage is caused by an animal not kept at your site.

### Covered

- loss or damage caused by animals not kept at your site.

### Not covered

- loss or damage caused by:
  - vermin and insects (other than resultant loss or damage caused by fire, water and oil leaks)
  - birds pecking, scratching or biting.

## Burn out of electric motors – fusion

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If an electric motor burns out at your rental property, we cover your electric motors for up to 15 years from when they were made.

### Covered under Buildings Insurance

- an electric motor that burns out and is part of your rental property – for example, in a ducted air conditioning unit
- costs for the service call, parts and labour charges.

We cover your electric motors for up to 15 years from when they were made

### Covered under Contents Insurance

- an electric motor that burns out and is part of your contents – for example, in a washing machine or fridge
- costs for the service call, parts and labour charges.

### Not covered

- any damage caused to an electric motor that is covered by a warranty
- an electric motor that:
  - is used for a business, trade or profession, or
  - you don't keep at the site
- we don't pay to remove or re-install submerged or underground motors.

## Broken glass – buildings

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If any item shown here is unintentionally broken and has a fracture that extends through its entire thickness.

### Covered under Buildings Insurance

- glass panels in fixtures
- cooktop or oven door
- vitreous china or acrylic or fibreglass fixed shower base, bath, spa bath, basin, sink, toilet, bidet or sanitary fixtures
- the reasonable cost to reconnect any electrical components to the item.

### Not covered

- an item that broke because heat was directly applied to it
- glass in a greenhouse or glasshouse
- water or sewerage pipes
- any loss or damage caused by the broken item.

## Broken glass – contents

✗ Buildings Insurance

✓ Contents Insurance

If fixed glass in an item shown here is unintentionally broken and has a fracture that extends through its entire thickness.

### Covered under Contents Insurance

- fixed glass in:
  - your furniture, including outdoor furniture
  - a light fitting
  - a mirror or picture
- damage that is caused to the frame of a broken mirror or picture
- the reasonable cost to reconnect any electrical components to the item.

### Not covered

- glass that is in a TV, radio or computer equipment
- any loss or damage caused by the broken item.

## Earthquake

✓ Buildings Insurance

✓ Contents Insurance

If loss or damage is caused by an earthquake.

### Covered

- earthquake
- landslide or subsidence that happens immediately as a direct result of an earthquake.

## Explosion

✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by an explosion.

### Covered

- explosion
- landslide or subsidence that happens immediately as a direct result of an explosion.

### Not covered

- the item that exploded.

### Conditions

- there must be physical evidence of the explosion.

## Fire

✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by a fire.

### Covered

- fire
- bushfire.

### Not covered

- if the fire was started with the intention to cause damage by:
  - you or someone who enters your rental property or site with your consent (this does not include a tenant or their guest)
- loss or damage which results from scorching or melting where there was no flame.

# Flood and rainwater run-off

- ✓ Buildings Insurance
- ✓ Contents Insurance

If loss or damage is caused by a flood and/or rainwater run-off.

## Covered

- flood
- rainwater run-off, and
- landslide or subsidence that happens immediately as a direct result of flood or rainwater run-off.

For example, excessive rainfall in your local area causes a build up of water in the street gutters and the water enters your rental property and causes damage.

For the definition of 'flood' – see the box below and page 71.

Rainwater run-off means water that flows over the ground, or backs-up, as a result of a storm, that is not a flood

## Not covered

- loss or damage to:
  - retaining walls
  - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
  - pontoons, jetties or bridges
  - gravel driveways, or
  - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
  - erosion, deterioration, collapse, shrinkage or any other earth movement
  - water which enters your rental property through any tarpaulins or fixings set up while you are renovating or altering your rental property.

## Conditions

- if we have offered you the option to remove cover for flood and rainwater run-off, and you choose to do so:
  - you will not have cover for loss or damage to your rental property and/or contents caused by flood or rainwater run-off, and
  - we will also remove cover for storm surge (see page 28).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, rainwater run-off and storm surge.

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

- a lake (whether or not it has been altered or modified);
- a river (whether or not it has been altered or modified);
- a creek (whether or not it has been altered or modified);
- another natural watercourse (whether or not it has been altered or modified);
- a reservoir;
- a canal;
- a dam.

## Impact damage

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If loss or damage is caused by an item shown here.

### Covered under Buildings Insurance and Contents Insurance

- loss or damage caused by the impact of:
  - external aerials, masts, flagpoles or satellite dishes
  - aircrafts, vehicles or watercrafts
  - debris from space, aircrafts, rockets or satellites
  - trees or branches.

### Covered under Buildings Insurance

- if a tree on your site causes loss or damage to your rental property and a qualified expert agrees it needs to be removed, then we pay the costs to:
  - cut down and remove the tree
  - treat the stump so it doesn't grow.

### Not covered

- loss or damage caused by tree cutting, lopping or felling on your site
- costs to remove the stump
- costs to cut down or remove a tree if it didn't cause any damage to your rental property or contents.

## Lightning

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If loss or damage is caused by lightning.

### Covered

- lightning
- power surge only as a result of lightning.

## Rent default

- ✓ **Buildings Insurance**
- ✓ **Contents Insurance**

If your tenant defaults on their rent payments during the term of the rental agreement. That is, when your tenant:

- stops paying rent, or
- leaves without giving you notice.

### Covered

- the amount of rent in default less these deductions:
  - 4 times the weekly rent amount that is shown in your written rental agreement, and
  - the rent default excess
- legal costs directly related to recovering the rent owed to you.

The most we pay for each rental agreement is \$5,000 for rent default and \$5,000 for legal costs.

For one incident, you can only claim rent default under Buildings Insurance or Contents Insurance – you can't claim under both.

The 4 weeks rent amount we deduct from your claim is designed to equal an average bond

### Not covered

- if we previously paid a claim under the same rental agreement for:
  - rent default
  - theft or attempted theft by a tenant or their guest, or
  - vandalism or a malicious or intentional act by a tenant or their guest
- if your tenant is behind in rent payments before your policy starts, but cover will begin when the tenant has paid all:
  - rental arrears, and
  - rental payments under the rental agreement for at least four consecutive weeks.

### Conditions

- you must have a written rental agreement that states the:
  - term of the rental period, and
  - amount of rent and bond your tenant needs to pay.

## Riots or civil commotion

- ✓ **Buildings Insurance**
- ✓ **Contents Insurance**

If loss or damage is caused by a riot or civil commotion.

### Covered

- riot, civil commotion, industrial or political disturbance.



## Storm

✓ Buildings Insurance

✓ Contents Insurance

If loss or damage is caused by a storm.

### Covered

- storm
- landslide or subsidence that happens immediately as a direct result of a storm.

For example, hail damages your roof.

### Not covered

- loss or damage to:
  - retaining walls
  - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
  - pontoons, jetties or bridges
  - gravel driveways, or
  - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
  - erosion, deterioration, collapse, shrinkage or any other earth movement
  - water which enters your rental property through any tarpaulins or fixings set up while you're renovating or altering your rental property.

3

What your rental property and contents covers

Storm means:

- rain, thunderstorm, hail, snow
- violent wind, cyclone, tornado

# Storm surge

- ✓ Buildings Insurance
- ✓ Contents Insurance

If loss or damage is caused by storm surge.

## Covered

- storm surge
- landslide or subsidence that happens immediately as a direct result of a storm surge.

For example, an intense storm or cyclone causes an increase in normal sea level and large waves, and the water enters your rental property.

## Not covered

- loss or damage to:
  - retaining walls
  - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
  - pontoons, jetties or bridges
  - gravel driveways, or
  - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
  - actions of the sea
  - erosion, deterioration, collapse, shrinkage or any other earth movement
  - water which enters your rental property through any tarpaulins or fixings set up while you are renovating or altering your rental property.

Storm surge is an increase in sea level that occurs because of an intense storm or cyclone and associated waves

For the definition of ‘actions of the sea’ – see the box below and page 70.

## Conditions

- if we have offered you the option to remove cover for storm surge, and you choose to do so:
  - you will not have cover for loss or damage to your rental property and/or contents caused by storm surge, and
  - we will also remove cover for flood and rainwater run-off (see page 24).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, rainwater run-off and storm surge.

Actions of the sea include:

- waves
- normal movement or changes in sea levels (including high tides and king tides)

unless caused by storm surge.

## Theft or attempted theft – by a tenant or their guest

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If loss or damage is caused by a theft or attempted theft by a tenant or their guest.

### Covered

- theft or attempted theft by a tenant or their guest
- the loss or damage caused, less 4 times the weekly rent amount that is shown in your written rental agreement.

### Not covered

- theft or attempted theft by a tenant or their guest if we previously paid a claim under the same rental agreement for:
  - rent default
  - theft or attempted theft by a tenant or their guest, or
  - vandalism or a malicious or intentional act by a tenant or their guest.

### Conditions

- you must have a written rental agreement that states the:
  - term of the rental period, and
  - amount of rent and bond your tenant needs to pay.

## Theft or attempted theft – by someone else

- ✓ **Buildings Insurance**      ✓ **Contents Insurance**

If loss or damage is caused by a theft or attempted theft by someone other than a tenant or their guest.

### Covered

- theft or attempted theft by someone other than a tenant or their guest.

### Not covered

- theft or attempted theft by someone who enters your rental property or site with your or your tenant's consent.

## Tsunami

✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by tsunami.

### Covered

- tsunami.

## Vandalism or a malicious act or intentional act – by tenant or their guest

✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by vandalism or a malicious act or intentional act by a tenant or their guest.

### Covered

- vandalism or a malicious act by a tenant or their guest
- intentional and deliberate damage by a tenant or their guest
- the loss or damage caused, less 4 times the weekly rent amount that is shown in your written rental agreement.

### Not covered

- vandalism or a malicious or intentional act by a tenant or their guest if we previously paid a claim under the same rental agreement for:
  - rent default
  - theft or attempted theft by a tenant or their guest, or
  - vandalism or a malicious or intentional act by a tenant or their guest.

### Conditions

- you must have a written rental agreement that states the:
  - term of the rental period, and
  - amount of rent and bond your tenant needs to pay.

## Vandalism or a malicious act – by someone else

- ✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by vandalism or a malicious act by someone other than a tenant or their guest.

### Covered

- vandalism or a malicious act by someone other than a tenant or their guest.

### Not covered

- vandalism or a malicious act by someone who enters the rental property or site with your or your tenant's consent.

## Water and oil leaks

- ✓ Buildings Insurance      ✓ Contents Insurance

If loss or damage is caused by water or oil leaking or escaping from an item shown here.

### Covered

- water or oil leaking or escaping from:
  - gutters, drainpipes or pipes located at or on the site
  - water mains or water supply pipes
  - sanitary fixtures – for example, baths or toilets
  - appliances – for example, washing machines or dishwashers
  - waterbeds
  - aquariums
  - water tanks, or
  - swimming pools
- oil leaking from a fixed heating system or sealed portable heater
- landslide or subsidence that happens immediately as a direct result of the water or oil leak referred to above
- costs to locate the cause of damage (if we agree to pay these costs before you make any arrangements).

### Not covered

- loss or damage caused by:
  - storm, flood, rainwater run-off, storm surge or actions of the sea
  - water leaking or escaping from a shower recess or shower base
  - erosion, deterioration, collapse, shrinkage or any other earth movement
- costs to repair or replace the item that the water or oil leaked or escaped from.

# Other benefits

We may also provide 'other benefits' that are set out in this section.

Table 3.2 shows the other benefits we give you and the type of policy the benefits apply to.

You can make a claim for other benefits when a listed event happens during the policy period and causes loss or damage to your rental property and we agree to pay for that loss or damage.

## Other benefits and your sum insured

Your Buildings sum insured is the most we'll pay for your Buildings when you make a claim.

For these other benefits, we'll pay the benefit amount on top of your Buildings sum insured:

- Loss of rent during repairs
- Mortgagee discharge costs.

The amount for all remaining other benefits are included in your Buildings sum insured.

**Table 3.2 – Other benefits**

| Other benefits                                | Buildings Insurance | Contents Insurance | Page |
|---|---------------------|--------------------|------|
| Building materials                            | ✓                   | ✗                  | 33   |
| Demolishing and removing debris               | ✓                   | ✗                  | 33   |
| Furniture and furnishings – non strata scheme | ✓                   | ✗                  | 34   |
| Keys and locks                                | ✓                   | ✗                  | 34   |
| Locating the cause of damage                  | ✓                   | ✗                  | 35   |
| Loss of rent during repairs                   | ✓                   | ✗                  | 35   |
| Meeting building regulations                  | ✓                   | ✗                  | 36   |
| Mortgagee discharge costs                     | ✓                   | ✗                  | 36   |
| Rebuilding fees                               | ✓                   | ✗                  | 37   |

## Building materials

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If you're renovating or altering your rental property and a listed event causes loss or damage to your building materials at your site.

### Covered under Buildings Insurance

- building materials – for example, bricks, tiles or timber
- items that are due to be fitted to your rental property – for example, an oven or dishwasher.

The most we will pay for these items is up to \$1,000 during the policy period. Any amount payable for this benefit is included in your Buildings sum insured.

### Not covered

- sand, gravel or soil (we don't classify them as building materials).

## Demolishing and removing debris

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If a listed event causes loss or damage to your rental property and we agree you need to demolish part or all of your rental property or remove any debris.

### Covered under Buildings Insurance

- costs to demolish and remove debris
- costs to make your site safe – for example, the costs to install a temporary fence around the damaged area.

Any amount payable for this benefit is included in your Buildings sum insured.

### Conditions

- we must agree to pay the costs before you make any arrangements.

## Furniture and furnishings – non strata scheme

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If your rental property is not under a strata or similar scheme and a listed event causes loss or damage to the items shown here.

### Covered under Buildings Insurance

- up to 10% of the Buildings sum insured to repair or replace your furniture, furnishings or carpets in your rental property for tenants' use.

Any amount payable for this benefit is included in your Buildings sum insured.

### Not covered

- loss or damage caused intentionally by:
  - you, or someone (other than your tenant) who enters your rental property or site with your consent
  - electrical items – for example, TVs and stereos (we don't consider them as furniture).

## Keys and locks

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If the keys for an external door or window lock to your rental property are stolen during a theft at your site and we agree to pay your claim for theft.

### Covered under Buildings Insurance

- the reasonable costs to replace the keys to your rental property, and
- repair and re-code the locks, sensors and barrels to the external door or window the keys operate.

Any amount payable for this benefit is included in your Buildings sum insured.

### Not covered

- If we previously paid a claim under the same rental agreement for:
  - rent default
  - theft or attempted theft by a tenant or their guest, or
  - vandalism or a malicious or intentional act by a tenant or their guest
- when keys are the only things that are stolen during a theft.



## Locating the cause of damage

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If a listed event causes loss or damage to your rental property and you need to confirm that it was caused by a listed event.

### Covered under Buildings Insurance

- the reasonable costs you have paid to find the cause of damage if we agree the loss or damage was caused by a listed event.

Any amount payable for this benefit is included in your Buildings sum insured.

### Conditions

- the costs must relate directly to the part of your rental property that suffered the loss or damage
- we must agree to pay the costs before you make any arrangements.

## Loss of rent during repairs

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If a listed event causes loss or damage to your rental property and your tenants are unable to live in your rental property and need to move out so it can be repaired or rebuilt.

### Covered under Buildings Insurance

- the rent you lose during the reasonable time it should take to repair or rebuild your rental property, for up to 12 months from when the listed event took place.

We pay this benefit on top of your Buildings sum insured.

### Not covered

- loss of rent during any time you live in the building
- if you also make a claim for rent default and we pay your claim
- loss of rent as a direct result of a claim under these listed events:
  - theft or attempted theft by a tenant or their guest, or
  - vandalism or a malicious or intentional act by a tenant or their guest.

### Conditions

- you must have a rental agreement that states the:
  - term of the rental period, and
  - amount of rent and bond your tenant needs to pay.

## Meeting building regulations

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If a listed event causes loss or damage to your rental property and you need to meet current building regulations to repair or rebuild the part of your rental property that was damaged.

### Covered under Buildings Insurance

- the costs to meet current building regulations to repair or rebuild the part of your rental property that was damaged.

Any amount payable for this benefit is included in your Buildings sum insured.

### Not covered

- costs to meet building regulations:
  - that were already in place when your rental property was built, renovated or altered
  - for undamaged parts of your rental property – for example, installing insulation in ceilings that were not damaged.

### Conditions

- we must agree to pay the costs before you make any arrangements.

## Mortgagee discharge costs

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If we agree to pay the Buildings sum insured and you need to discharge any mortgage over your rental property.

### Covered under Buildings Insurance

- the administrative costs to discharge any mortgage over your rental property.

We pay this benefit on top of your Buildings sum insured.

## Rebuilding fees

✓ **Buildings Insurance**      ✗ **Contents Insurance**

If a listed event causes loss or damage to your rental property and you need to pay certain fees to repair or rebuild your rental property.

### Covered under Buildings Insurance

- the reasonable fees for architects, engineers or surveyors
- any fees we agree you need to pay to meet the requirements of a statutory authority to repair or rebuild your rental property after the loss or damage covered by the policy occurs.

Any amount payable for this benefit is included in your Buildings sum insured.

### Not covered

- fees to rebuild any part of your rental property which was an illegal construction
- if a statutory authority served a notice on you before the listed event took place but we will pay any increase in these fees caused by the listed event.

### Conditions

- we must agree to pay the rebuilding fees before you make any arrangements.

# Liability cover

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We provide cover for claims made against you for death or injury to another person and for loss or damage to someone else's property.

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In this section, we describe the liability cover you have under your policy and any specific limits, exclusions and conditions that apply to your cover.

General exclusions also apply. If you don't meet your responsibilities, you may put your claim or cover at risk – see Section 5.

How we settle a claim is set out in Section 6.

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# Liability cover



Liability  
cover

- ✓ **Buildings Insurance**
- ✓ **Contents Insurance**

Liability cover protects you for claims that may be made against you for an incident which causes:

- death or bodily injury to someone else, or
- loss or damage to someone else's property.

## Covered under Buildings Insurance

Under Buildings Insurance, we cover the legal liability of you for:

- death or bodily injury to someone else, or
- loss or damage to someone else's property

in an incident that takes place in your rental property or at the site and for which you are responsible as an owner of your rental property or the site.

For example, you may be liable to pay compensation if your tenant is injured at your rental property.

The most we pay for any one incident is \$20 million under Buildings Insurance, including legal costs when our lawyers handle the claim.

## Covered under Contents Insurance

If your rental property is under a strata or similar scheme, then under Contents Insurance, we cover the legal liability for:

- death or bodily injury to someone else, or
- loss or damage to someone else's property

in an incident that takes place in your rental property or on any part of the site for which you are responsible for.

For example, you may be liable to pay compensation if your tenant's visitor is injured in a car park that you own.

The most we pay for any one incident is \$20 million under Contents Insurance, including legal costs when our lawyers handle the claim.

## Not covered

We don't cover legal liability for death or bodily injury to you.

We don't cover legal liability for loss or damage to property that:

- you own, or have in your custody, control or possession, or
- is owned by any person employed by you under a contract of service.

We do not cover:

- your legal liability as owner of any other property except the rental property on the site shown in your current Certificate of Insurance
- any liability, cost or expense that arises or results from, or is in any way connected with, asbestos, whether directly or indirectly
- any exemplary or punitive damages, fines or penalties claimed, ordered or awarded against you, or
- fines or court costs if you are charged or convicted under a law.

We do not cover your legal liability that arises or results from:

- an incident that occurs outside the site
- you agreeing to accept liability for the claim
- death or bodily injury to any person employed by you under a contract of service
- any act or omission by you, or a person acting with your consent, which shows a reckless disregard for the consequences of that act or omission
- a deliberate and unlawful act by you, or a person acting with your consent
- any business, trade or profession other than the renting of your rental property for domestic use
- any professional sporting activity
- the transmission of a disease by you
- using or owning a vehicle, aircraft or watercraft
- landslide or subsidence
- your rental property or the site being used for farming
- removing, containing, stopping or cleaning up pollution
- building work to your rental property or on the site which costs more than \$75,000
- an incident caused by an animal.

## Conditions

To be entitled to liability cover:

- someone must make a claim against you for an incident that occurs during the policy period
- you must lodge a claim with us for liability cover, and
- we must agree to pay for any legal or other costs before they are incurred.

## What happens when you make a liability claim

When you make a claim and are entitled to liability cover, we may:

- act for you or arrange for a lawyer to represent you
- attempt to resolve the claim, and/or
- defend the claim in a court or tribunal.

We will decide whether to defend or resolve a claim and how much to pay to resolve a claim.



**Liability  
cover**

For an example  
of how we settle  
a claim, see  
page 63

# General exclusions and your responsibilities

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There are certain situations when we don't provide cover under your policy.

This section outlines the general exclusions that apply to all covers and benefits we provide under your policy.

The general exclusions also apply to your liability cover, unless we say they don't.

This section also outlines your responsibilities. You may put your insurance claim or cover at risk if you do not meet your responsibilities to us.



# General exclusions for all covers and benefits



## General exclusions and your responsibilities

The exclusions set out in this section apply to all covers and benefits under your policy.

### What we don't cover

Loss, damage, injury or death arising from:

- tenant neglect, carelessness, poor housekeeping, or unhygienic living habits
- rust, corrosion, gradual deterioration, depreciation, wear or tear
- erosion, deterioration, collapse, shrinkage or any other earth movements
- landslide or subsidence unless it happens immediately as a direct result of:
  - flood\*\*
  - rainwater run-off\*\*
  - storm
  - storm surge\*\*
  - water or oil leak
  - earthquake, or
  - explosion
- actions of the sea
- flood, rainwater run-off and storm surge when you have chosen to remove cover for these listed events from your policy
- atmospheric conditions or extreme temperature
- mould, unless arising from loss or damage covered by a listed event
- vermin or insects (other than resultant loss or damage caused by fire, water and oil leaks)
- birds pecking, scratching or biting
- tree lopping or felling on your site
- tree roots
- the lawful seizure, confiscation, nationalisation, or requisition of your rental property or anything else covered by this policy
- any intentional act or omission by:
  - you
  - someone who acts with your consent
- hydrostatic pressure including loss or damage to swimming pools or similar structures, or
- any illegal activity you are involved in.

\*\* If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens immediately as a direct result of flood, rainwater run-off or storm surge.

## We do not cover

- any loss, damage, liability, injury or death caused by, arising from, occasioned by or through or in consequence directly or indirectly of war, invasion, acts of foreign enemy, hostilities (whether war be declared or not), civil war, insurrection, rebellion, revolution or military or usurped power
- any loss, damage, liability, injury, death, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:
  - an act of terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss, or
  - any action taken to control, prevent, suppress, retaliate against, or respond to an act of terrorism
- mechanical, structural, electrical, hydraulic, or electronic breakdown or failure, unless the breakdown or failure results in loss or damage to insured property. This exclusion does not apply to an electrical motor burning out if you are entitled to cover under 'Burn out of electric motors - fusion'
- loss, damage, liability, claim, cost or expense directly or indirectly caused or contributed to by:
  - errors or omissions involving access to, processing of, use of or operation of any computer system or any unavailability or failure to access, process, use or operate any computer system, or
  - any unauthorised, malicious or criminal act (or any threat or hoax of this) involving access to, processing of, use of or operation of any computer system,

provided that this exclusion will not apply to physical loss or damage directly caused by an incident or event we cover you for under this policy except if caused by vandalism or a malicious or intentional act. For example, we will not cover you if your rental property's security system cannot be used because of a cyber attack, but we will cover you for loss or damage from theft from your rental property as covered under this policy after your rental property's security system is impacted by a cyber attack

- loss, damage, liability, claim, cost or expense directly or indirectly caused or contributed to by loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data including the value of any data
- consequential loss except if specifically covered under this policy. This means we will not pay for direct or indirect financial or economic loss, for example loss of use or enjoyment, loss of profits or depreciation
- seepage, pollution or contamination, or any loss, damage, liability, injury, death, fines, penalties, punitive or exemplary damages caused by, arising from or in connection with any seepage, pollution or contamination
- any loss, damage, injury or death arising from or directly or indirectly caused by, contributed to by, resulting from or in connection with a communicable disease, or the fear or threat (whether actual or perceived) of a communicable disease
- loss, damage, liability, injury or death caused by or arising from any nuclear, radioactive, biological or chemical material or the use, handling, transportation or storage of such material
- costs arising from any business interruption

- the cost of reinstalling or replacing electronically stored files
- the intellectual or sentimental value of an item
- the settling, shrinkage or expansion in buildings, foundations, walls or pavements
- loss or damage to the site or any reduction in its value
- items owned by you that are in storage at the site
- claims arising from incidents that occur outside the policy period
- financial loss or cost arising from:
  - you breaching the rental agreement or breaching tenancy laws, or
  - an incident involving your tenant where there is no rental agreement
- compensation for distress, inconvenience or other non-financial loss, except if covered under liability cover
- loss or damage to buildings or contents that are:
  - covered by an insurance policy taken out by an owners' corporation or similar body, or
  - part of common property.

## Maintaining and occupying your rental property

We don't cover loss, damage, injury or death arising from:

- faulty design or workmanship that you knew about or should have reasonably known about
- previous damage that has not been repaired
- maintenance operations
- repairs or attempted repairs carried out by the tenant or anyone acting on their behalf
- you leaving your rental property unoccupied for 30 consecutive days or more and not maintaining it in a lived-in state by:
  - keeping lawns mowed and gardens tidy
  - stopping regular mail and newspaper deliveries, and
  - organising someone to check inside and outside it at least once a week
- you not maintaining your rental property in good repair and condition – this means it must be watertight, structurally sound, secure and well maintained
- you not maintaining your site in good repair and condition
- you illegally keeping explosives, flammables or combustible substances or liquids in your rental property or at the site
- you not taking reasonable care to protect your rental property and contents against loss or damage.

## Sanctions

We will not be liable to provide any cover, pay any claim or provide any benefit under this policy (including any refund of premium), to the extent that such cover, claim, benefit or refund may contravene or expose us to any sanction, prohibition or restriction under United Nations resolutions or any trade or economic sanctions, laws or regulations of any country.

# Your responsibilities

## Do not settle claims or make admissions

You must not:

- attempt to settle a claim that is made against you without our permission
- make any admissions to anyone about any incident covered by your policy, or
- limit by agreement our rights of recovery from someone else.

## Co-operate

You must:

- be truthful and frank in any statement you make to us
- not behave in a way that is improper, hostile, threatening, abusive or dangerous
- co-operate fully with us, so we can reasonably manage your claim, even if we have already paid your claim which includes:
  - providing us with all the relevant information, documents and help we need to deal with your claim – for example, bank, statements or phone records. If we request information or documents that are relevant to your claim we will provide an explanation as to why it is needed.
  - as soon as reasonably possible sending us any communications that you receive about any incident – for example, emails, letters, notices or court documents
  - being interviewed by us or our representatives
  - attending court to give evidence
  - giving us reasonable access to your rental property for a repairer or other specialist we choose so they can assess any damage to your rental property and contents.

## Prevent further loss or damage

You must:

- do everything reasonable to prevent further loss or damage to your rental property and contents
- take all reasonable steps that are available to relet your property, and/or legally terminate the rental agreement and evict your tenant when you become aware that your tenant's behaviour may cause you to make a claim under:
  - rent default
  - theft or attempted theft – by a tenant or their guest
  - vandalism or a malicious or intentional act – by a tenant or their guest.

## Inspections and quotes

If we ask you, you must:

- let us and our representatives inspect your rental property or contents at a reasonable time, and
- allow us to obtain quotations from any repairer or supplier.

## Proof of tenancy, loss and ownership

When you make a claim, we may ask you to provide certain documents to:

- prove that you own(ed) or are responsible for the items, and
- help us identify your items.

The types of documents we ask for depend on the situation and can include:

- a rental agreement
- rent ledger or receipts
- property inspection reports
- copies of the notices issued to the tenant about the termination of the rental agreement
- tax invoices for items bought or services used
- purchase receipts
- valuation certificates
- credit card or bank statements
- photos.

We may compare information you provide to us with a range of other sources – for example, websites, such as auction or sale websites.

## Report to the Police

You must:

- as soon as reasonably possible report to the Police any theft, attempted theft, vandalism or malicious act, and
- give us any incident report number they give you.

## Appointing others to manage your claim

If you want to appoint someone to manage your claim, then you need to tell us and we need to agree that we will deal with them on your behalf. You can usually appoint someone like a family member.

We will not unreasonably withhold our consent to an appointment. However, we may have a concern with a party that may present a conflict of interest. For example, someone who supplies goods or services for your claim.

## GST

If you are a business registered or required to be registered for GST purposes, then you must provide us with:

- your Australian Business Number (ABN), and
- the percentage of any input tax credit you have claimed or are entitled to claim on the premium you paid.

# Claims and what we pay

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# 6

This section provides information about our claims process, your claim and what we pay when you make a claim. It also includes some examples of how we pay claims including liability claims.

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When you need to make a claim, we are available 24 hours a day,  
7 days a week:



[nrma.com.au/claims](https://nrma.com.au/claims)



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# Making a claim

We follow these steps to work out what to pay for your claim for loss or damage to your rental property and contents. When you make a claim, we will:

- review any information you provide us when you lodge your claim
- ask you to provide us with any further information we require to support your claim, and
- tell you if you need to pay an excess(es) and how to pay it.

When you contact us to lodge your claim, please have your policy details ready.

## Step 1

### Type of Landlord Insurance

Do you have:

- Buildings and Contents Insurance?
- Buildings Insurance?
- Contents Insurance?

## Step 2

### For your rental property and contents

Do we insure:

- the things that suffered the loss of damage?

## Step 3

### The incident

Was the loss or damage caused by:

- a listed event?
- an event covered under 'other benefits'?

## Step 4

### Exclusions and conditions

Is your claim affected by:

- any general exclusions or specific exclusions (and/or conditions) that apply?
- not meeting your responsibilities to us?

## Step 5

### Sum insured

How much is:

- your Buildings sum insured?
- your Contents sum insured?

## Step 6

### Limits to cover

- Do maximum limits apply to your contents?
- Do we limit cover based on the location of your contents?
- Do other limits apply?

## Step 7

### Excess

- What type of excess(es) applies to your claim?
- How much is your excess(es)?



# Excesses

An excess is the amount you contribute towards the cost of your claim.

There are 4 types of excesses:

- basic
- earthquake
- rent default, and
- special.

The type of excess you need to pay depends on what your claim relates to. You may need to pay more than one excess.

Your current Certificate of Insurance shows the amounts and types of excesses that apply to your policy.

## Paying your excess

When you make a claim, an excess may apply. If so, we will:

- deduct the excess from any claim payment, or
- request you pay the excess to us or, to the repairer or supplier.

If we request you pay the excess, we will tell you who to pay and may require payment as part of the finalisation of your claim.

For more information about the excesses that may apply to your policy, see our Premium, Excess & Discounts Guide.

To get a free copy of our Premium, Excess & Discounts Guide:



Visit  
[nrma.com.au/  
policy-booklets](http://nrma.com.au/policy-booklets)



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132 132



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## When an excess does not apply

You don't need to pay an excess for a liability claim (see pages 39 to 41).

## Deductions and unpaid premiums

If we pay your claim as a total loss, then we deduct other amounts to settle your claim.

If you currently pay your premium by monthly instalments, then before we pay your claim we deduct:

- any monthly instalments that are due but haven't been paid
- the monthly instalments that cover the rest of your policy period.

# What we pay for – Buildings Insurance

If we agree to cover your claim under Buildings Insurance, then we will:

- pay the cost to repair or rebuild the part of your rental property that was damaged (whichever is lower)
- pay for any extra costs we cover under 'other benefits' – see below.

## The most we pay

The most we will pay for your rental property buildings is the Buildings sum insured.

## Other benefits

We may also pay some costs on top of the Buildings sum insured under 'other benefits' for:

- Loss of rent during repairs – see page 35
- Mortgagee discharge costs – see page 36.

## How we settle your buildings claim

We will choose to settle your claim for loss or damage to your rental property and any 'other benefits' in one of the following ways. Our choice will have regard to the circumstances of your claim and consider any preference you may have.

### **1. Arrange for repairers, builders or suppliers to repair or rebuild your rental property**

If you agree, we can arrange for our preferred repairers, suppliers or builders to repair or rebuild your rental property. We may enter into any contract with our selected repairer, builder and/or supplier on your behalf.

### **2. Pay you the reasonable cost to repair or rebuild your rental property**

We can choose to:

- pay you
- pay your nominated repairer, supplier or builder, or
- provide you with store credits from one of our nominated suppliers.

## How we calculate the amount if we choose to pay you

If your building is repairable, in some circumstances we will choose to settle your claim by deciding to pay you. We will pay you the reasonable costs of what it would cost us provided that cost is available to or actionable by you.

### What are some examples of when we do this?

- when you decide not to repair or rebuild your rental property,
- if you don't start repairing or rebuilding your rental property within 6 months of the loss or damage, or within any longer period we agree to in writing
- if not all the damage to your building is covered by this policy – you can find examples of these under 'Not covered' or 'General exclusions and your responsibilities' in this policy
- your building may have had some damage that existed prior to the event you are claiming for
- your building cannot be repaired until other work that is required to be done by you is completed, or
- when it is the only way to settle your claim.

### Calculation of the amount

- we may ask you to obtain a quote or we will obtain a quote for the repairs from our builder or repairer
- if we obtain the quote, we will provide you with details of the work that has been included:
  - this will be detailed in the quote or
  - for larger claims we may include a scope of works
- we will confirm that the builder who has provided the quote is prepared to undertake the work – provided you have completed any work that is required to be done by you first
- the amount we will pay you will not be more than the Buildings sum insured

We will use this method to calculate your settlement provided we have not chosen to settle your claim under '3. Pay you the Buildings Sum Insured'.

### 3. Pay you the Buildings sum insured

We may pay you the Buildings sum insured when we consider your rental property to be a total loss or when we choose to do so.

If we pay you the Buildings sum insured, then your policy ends and you don't get a refund of your premium.

We will continue your liability cover (see pages 39 to 41) for up to 6 months from when the listed event took place. However, liability cover will end during this period if:

- construction starts at your site, or
- you sell the site or any portion of it, or
- you take out a new Buildings Insurance policy for your site.

### 4. Pay for other benefits

We will choose the method of settlement for your claim under any 'other benefits' we provide.

We provide examples of how we calculate rental property claims – see pages 61 to 63

## Lifetime guarantee

We provide a 'lifetime guarantee' on the workmanship of repairs to your rental property that we authorise.

This means we will fix any defect caused by poor workmanship done by our preferred repairers or builders that we authorise.

We will decide how to fix any defect.

### When you're not covered by this guarantee

This guarantee does not apply to:

- repairs you authorise yourself
- loss, damage or failure of any electrical or mechanical appliance or machine, or
- wear and tear that is consistent with normal gradual deterioration of your rental property.

## Credit providers' rights

You may have used all or part of your rental property as security for a loan with a credit provider. Your credit provider may be a bank, credit union or other type of lender.

When you have Buildings Insurance, we may note any credit provider you tell us about on your current Certificate of Insurance.

When you have a noted credit provider:

- we treat your rental property as being under mortgage
- we treat any statement, act, omission or claim by you as a statement, act, omission or claim by the credit provider, and
- we may recover any payment either in your name or the credit provider's name.

When you have Contents Insurance, we don't note any credit provider on your current Certificate of Insurance. But, you need to give us their name when you make a claim for a contents item.

## Payments to the credit provider

We may decide to pay you cash for a claim on your mortgaged property. If so, we will first pay the credit provider the lowest of these amounts after deducting any excess(es) and unpaid premium:

- the Buildings sum insured, or
- the reasonable cost of repairing or replacing your rental property, or
- the balance then owing to the credit provider under the mortgage.

However, we will only pay the credit provider if:

- they are noted on your current Certificate of Insurance, and
- they give us any help we ask for.

If we make a payment to a credit provider, then that payment discharges our obligation to you under your policy for the amount we have paid.

# What we pay for – Contents Insurance

If we agree to cover your claim under Contents Insurance, then we will pay the cost to repair or replace your contents (whichever is lower).

## The most we pay

The most we will pay for loss or damage to your contents is the Contents sum insured.

## How we settle your contents claim

If we agree to cover your claim under Contents Insurance, then we can choose to pay your claim through any of these ways:

- repair the item, or
- replace the item with the same or similar type and quality, or
- pay you the reasonable costs of what it would cost us to repair or replace the items provided the cost is available to and actionable by you, or
- provide you with store credits to replace the item from one of our nominated suppliers, or
- pay you the sum insured or provide you with store credits from one of our nominated suppliers to the value of the sum insured that applies to the loss or damaged contents.

Our choice will have regard to the circumstances of your claim and consider any preference you may have.

## Conditions

- we can nominate the repairer or supplier and claims settlement method
- we may enter into any contract with the repairer or supplier on your behalf

## How we calculate the amount if we choose to pay you

In some circumstances we will choose to settle your claim by deciding to pay you. We will pay you the reasonable costs of what it would cost us to repair or replace the items provided the cost is available to or actionable by you.

## What are some examples of when we do this?

This may occur when the settlement types under 'How we will settle your contents claim' are unable to be used or when it is the only way to settle your claim.

## Calculation of the amount

If we choose to settle your Contents claim by paying you the reasonable cost to repair or replace the items, we will calculate this amount in the following way.

If it was based on the cost to replace the item included as part of your claim:

- we will agree with you the appropriate replacement item to settle your claim
- we may ask you to obtain a quote or we will obtain a quote from our supplier to replace the item and supply it to you
- we will use the quoted amount as the basis of the settlement.

The amount we pay you will not be more than the Contents sum insured.

If it was based on the cost to repair the item included as part of your claim:

- we will agree with you the repairs covered by your policy that are required to settle your claim
- we may ask you to obtain a quote or we will obtain a quote from our supplier or repairer to repair the item for you
- the quote will include the details of the repairs required
- we will use the quoted amount as the basis of the settlement.

The amount we pay you will not be more than the Contents sum insured.

## What happens after we pay the sum insured

If we pay you the contents sum insured, then your policy ends and you don't get a refund of any premium.

We provide examples of how we calculate contents claims – see pages 61 to 62

## How we settle certain things

When we pay your claim, we settle certain things in line with the information shown in this section.

### Deducting 4 times weekly rent amount

When an incident takes place, you may need to make a claim under more than one of these listed events at the same time:

- rent default
- theft or attempted theft – by a tenant or their guest
- vandalism or a malicious or intentional act – by a tenant or their guest.

When we settle your claim, we will only deduct the 4 times weekly rent amount once.

### Rent default

If we agree to pay your claim for rent default, we will pay you direct.

For how we calculate your claim – see page 62.

## Matching materials

### Under Buildings Insurance

- we only repair the damaged part(s) of your rental property. We don't pay for materials to match the undamaged parts of your rental property to create a uniform appearance.
- In the event of repairs, we will make a fair and reasonable attempt to match the repairs to undamaged areas, using the closest match available.
- If you are not satisfied with the closest match, you are able to:
  - pay the extra cost of repairing undamaged areas to achieve a matching appearance; or
  - we will pay you what it would have cost us to repair the damaged area.

## Carpet, vinyl, tiles or floorboards

### Under Buildings Insurance and Contents Insurance

- we only repair or replace the carpet, vinyl, tiles or floorboards in the part of your rental property that was damaged
- we don't pay for any adjoining rooms, or your entire rental property.

## Pairs, sets or collections

### Under Contents Insurance

- if there is loss or damage to a pair, set or collection, then we only cover the part that was affected.
- where it is not possible to repair or replace the damaged part and this will impact the mechanical or electronic operation of the entire pair or set we will:
  - replace the entire pair or set, or
  - pay you the value of the damaged pair or set.

## Damaged or recovered property

### Under Buildings Insurance and Contents Insurance

If we settle your claim:

- for damaged property, or
- for lost or stolen property that is subsequently recovered

then it becomes our property, unless we let you keep it.

If we let you keep the damaged or recovered property, then:

- you are free to do whatever you like with it, and
- you are responsible for it and can't abandon it to us.



## Businesses registered for GST

Before we make a payment to you, we will deduct an amount equal to your input tax credit entitlement. This applies to any amount we pay, including where we state that an amount will include GST.

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

## Recovery actions

You agree that the following provisions, which appear under the headings **Recovery action by us** and **Recovery action by you** apply where we cover you under the policy for some or all of the loss or damage you suffer in connection with an incident.

### Recovery action by us

You agree we may, if we choose to, take steps to recover from someone else we consider responsible for the incident:

- some or all of the loss or damage we cover; and/or
- some or all of the loss or damage which we do not cover, whether or not it is covered by another insurer or you do not have cover for it.

You agree we may take such recovery action:

- without your consent;
- using your name; and
- whether or not you have been, or have a right to be, fully compensated for all of your loss or damage by us or anybody else.

Examples of recovery action we may take include:

- conducting legal proceedings using your name, including as an applicant or plaintiff in representative or group proceedings (commonly known as class actions);
- conducting legal proceedings on your behalf as a member of representative or group proceedings;
- taking over the conduct of legal proceedings started by you or on your behalf, including as an applicant or plaintiff in representative or group proceedings;
- exercising any statutory or contractual rights, including rights to opt-out, that you have in or in connection with representative or group proceedings; and/or
- entering into contracts in your name in relation to litigation funding or legal representation, including where entry into those agreements causes you to become a group member of representative or group proceedings.

We have in our discretion the right to decide upon the conduct and any settlement of any recovery action we take.

You agree we may exercise all the rights you have in connection with the loss or damage you have suffered in connection with the incident.

Of any amount recovered in a recovery action we take, you agree that we will first keep the amount we have paid, or must pay, you under the policy plus any interest recovered on that amount and any administrative, recovery agent, funding and legal costs we have incurred in taking the recovery action. We will then pay you the amount of loss or damage you have suffered in connection with the incident for which you do not have any cover with us plus any interest recovered on that amount and costs you may have been required by us to contribute. Finally, we keep any remaining balance.

You must give us all the information and co-operation that we require to take the recovery action. We will only request information or co-operation which is relevant to pursue the recovery action and will provide an explanation as to why it is needed.

You must not do anything which prejudices us in taking any recovery action without our written consent. For example, you must not:

- assign your rights to anyone else; or
- opt-out of any representative or group proceedings taken by us.

## **Recovery action by you**

You may only take recovery action with our prior written consent and on conditions which we in our discretion impose.

You must have proper regard for our interests in respect of loss or damage that we cover.

You must seek to recover the loss or damage we cover in addition to any other loss or damage you have suffered in connection with the incident.

Of any amount recovered in a recovery action you take, you may first keep the amount of loss or damage you have suffered in connection with the incident and for which you do not have any cover with us plus any interest recovered on that amount and any administrative and legal costs you have incurred in taking the recovery action. You will then pay us the amount we have paid, or must pay, you under the policy plus interest recovered on that amount. Finally, you keep or pay any remaining balance in accordance with any other obligations you have.

You agree we may:

- take over the conduct of legal proceedings started by you or on your behalf, including where you are an applicant or plaintiff, or a group member, in representative or group proceedings; and
- require you to cease a recovery action that you have commenced.

## How we pay claims – some examples

In this section, we outline examples of how we may pay some claims in particular scenarios. These examples are for illustrative purposes only and do not form part of your policy.

Any amount we pay for your actual claim will depend on the particular circumstances of your claim.

### Example claim 1: Repairing your rental property

A storm damages the roof and the cost to repair it is \$3,500.

|                       |                     |
|-----------------------|---------------------|
| Policy type           | Buildings Insurance |
| Buildings sum insured | \$360,000           |
| Basic excess          | \$500               |

#### How we settle your claim

We arrange for a builder to repair the roof.

We pay the builder \$3,000.

We ask you to pay the builder the \$500 basic excess.

### Example claim 2: Replacing your contents

Someone steals your washing machine from inside your rental property. The cost to replace the washing machine is \$1,500.

|                      |                    |
|----------------------|--------------------|
| Policy type          | Contents Insurance |
| Contents sum insured | \$75,000           |
| Basic excess         | \$300              |

#### How we settle your claim

We pay the supplier \$1,200 to replace your washing machine.

We ask you to pay the supplier the \$300 basic excess.

### Example claim 3: Your rental property and contents are totally destroyed

Your rental property and contents are insured for their full replacement value and are destroyed by fire.

|                       |                                  |
|-----------------------|----------------------------------|
| Policy type           | Buildings and Contents Insurance |
| Buildings sum insured | \$300,000                        |
| Contents sum insured  | \$90,000                         |
| Basic excess          | \$1,000                          |

#### How we settle your claim

We choose to pay you directly for the loss. We pay you \$389,000 as follows:

|                       |                  |
|-----------------------|------------------|
| Buildings sum insured | \$300,000        |
| Contents sum insured  | + \$90,000       |
| Less basic excess     | - \$1,000        |
| <b>Total</b>          | <b>\$389,000</b> |

### Example claim 4: Rent default

Your tenant leaves without giving notice and owes you 16 weeks rent.

|                       |                     |
|-----------------------|---------------------|
| Policy type           | Buildings Insurance |
| Buildings sum insured | \$360,000           |
| Contents sum insured  | \$30,000            |
| Weekly rent           | \$500               |
| Rent default excess   | \$300               |

#### How we settle your claim

We pay you \$5,000 as follows:

|                          |                |
|--------------------------|----------------|
| 16 weeks rent            | \$8,000        |
| Less 4 weeks rent        | - \$2,000      |
| Less rent default excess | - \$300        |
| <b>Total</b>             | <b>\$5,700</b> |

However, we pay you \$5,000 as this is the maximum amount we pay for rent default.

### Example claim 5: Repairing your rental property – loss of rent

A fire damages the kitchen and living areas in your rental property. We agree your tenants are unable to live in your rental property for 6 weeks while the damage is repaired.

|                 |                     |
|-----------------|---------------------|
| Policy type     | Buildings Insurance |
| Liability cover | \$250,000           |
| Weekly rent     | \$400               |
| Basic excess    | \$500               |

#### How we settle your claim

We arrange for a builder to repair your rental property. You claim for 'Loss of rent during repairs'.

We pay the builder \$25,000.

We pay you \$2,400 for loss of rent less the basic excess of \$500. This means we pay you \$1,900.

We pay you \$1,900 as follows:

|                   |                |
|-------------------|----------------|
| 6 weeks rent      | \$2,400        |
| Less basic excess | - \$500        |
| <b>Total</b>      | <b>\$1,900</b> |

### Example claim 6: Liability claim at your rental property

A visitor falls over a loose tile in your kitchen and sprains their ankle. We or a court decide that you are liable to pay \$3,000 for the claim made against you by the visitor.

|                 |                     |
|-----------------|---------------------|
| Policy type     | Buildings Insurance |
| Liability cover | \$20 million        |
| Basic excess    | \$500               |

#### How we settle your claim

We pay the visitor \$3,000.

We pay our lawyers \$500 to defend the claim on your behalf.

You don't need to pay us the basic excess – it doesn't apply to liability claims.

# Other information you need to know

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When you take out insurance with us, you need to know some other important things like the changes you can make to your policy, how we resolve a complaint and how we manage your personal information.

# Changes to your policy



Other  
information you  
need to know

This section describes the changes that you or we can make to your policy.

## Additional premium or refund less than \$15

When a change is made to your policy, you may need to pay us an additional premium or we may need to refund part of your premium.

If the additional premium we need to charge you is less than \$15, then we'll waive it – that is, you don't need to pay it. If the amount we need to refund is less than \$15, then we'll donate it to charity rather than refund it to you.

## Changes you can make

You may need to make a change to your policy or decide to cancel it.

To make a change to your policy or to cancel it:



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## You change your policy

You may want to make certain changes to your policy during the policy period. This may include adding options to increase your cover or increasing your basic excess.

An additional premium may apply to the change. You are required to pay the additional premium at the time the changes are made. If we make the change before you pay any additional premium, then you must pay the additional premium by the date we tell you it is due or we may remove the change from your policy. If we cannot remove the change and maintain cover, we may cancel your policy.

If we agree to make the change you request, we will:

- issue you with a current Certificate of Insurance
- refund any amount we owe you.

## You change your contact details

If you change your contact details – for example, your mailing or email address – then you must tell us as soon as reasonably possible. If you don't, then we will consider that you received your policy documents (that we sent to your old address) even though you didn't.

We will continue to send your policy documents to your nominated mailing or email address until you tell us to update your contact details.

## You want to cancel your policy

You may decide to cancel your policy – for example, because you sell your rental property.

If you tell us to cancel your policy and you:

- paid an annual premium, we will refund your unused premium after we deduct:
  - an amount that covers the period that you have been insured for, and
  - a cancellation fee of \$30 (plus GST and any other government charges that apply)
- pay your premium by monthly instalments, we will deduct:
  - any unpaid monthly instalments that are due, and
  - a cancellation fee of \$30 (plus GST and any other government charges that apply).

You authorise us to deduct the above amounts by direct debit from the account or credit card you previously nominated for monthly instalment deductions. As we are only allowed to deduct the agreed amount you previously authorised, we may need to collect the total amount you owe us over a few months.

If you tell us to cancel your policy within the 21 day cooling-off period, we'll give you a full refund – see page 12.

## Changes we can make

We may need to cancel your policy or give you written notice about your policy.

### We cancel your policy

There may be circumstances when we need to cancel your policy. We will only do that if the law allows it.

If we cancel your policy, we will:

- give you notice, if required, and
- refund your unused premium after we deduct an amount that covers the period that you have been insured for.

However, if you're currently paying your premium by monthly instalments, then you must pay us any unpaid monthly instalments that are due.

You authorise us to deduct those amounts by direct debit from the account or credit card you previously nominated for monthly instalment deductions. As we are only allowed to deduct the agreed amount you previously authorised, we may need to collect the total amount you owe us over a few months.

### We give you notice

We may need to give you notice or contact you about your policy – for example, to let you know that we won't be renewing your policy or that we're changing your policy conditions.



We will give you notice or contact you through one or more of these ways:

- give you notice in person
- contact you or give you written notice by fax or electronically – for example, see page 9 about ‘Receiving your policy documents’
- post it to your last known mailing address
- send you an electronic link so you can access the notice, or
- contact you by telephone.

## How to resolve a complaint or dispute

We will always do our best to provide you the highest level of service but if you are not happy or have a complaint or dispute, here is what you can do.

If you experience a problem or are not satisfied with our products, our services or a decision we have made, let us know so we can help.

Call us on 132 132 or go to our website for more information: [nrma.com.au](http://nrma.com.au).

We will try to resolve complaints at first contact or shortly thereafter.

If we are not able to resolve your complaint when you contact us or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist:

Free Call: 1800 045 517

Email: [Customer.Relations@iag.com.au](mailto:Customer.Relations@iag.com.au)

Customer Relations will contact you if they require additional information or have reached a decision. Customer Relations will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

We expect our procedures will deal fairly and promptly with your complaint. If you are unhappy with the decision made by Customer Relations you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

Free Call: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Visit: [www.afca.org.au](http://www.afca.org.au)

Further information about our complaint and dispute resolution process is available by contacting us.

# Privacy of your personal information

We value the privacy of personal information we collect about you.

We collect your personal information directly from you and through others including those listed in our Privacy Policy, such as our related entities, agents and distributors.

## How we use your personal information

We and the parties listed in our Privacy Policy will use your personal information for the purposes it was collected for. Those purposes usually include to provide you with assistance, a product or service you requested and to deal with claims.

Your personal information may also be used for other purposes that are set out in our Privacy Policy. You may choose to not give us your personal information. However, not giving us your personal information may affect our ability to provide you with a product or service, including processing a claim.

## Further information

We may disclose your personal information to:

- our related entities
- our service providers – which includes some service providers that may be based overseas, and
- other parties as set out in our Privacy Policy.

Our Privacy Policy provides more information about how we collect, from whom we collect and how we hold, use and disclose your personal information. Our Privacy Policy also provides information about how you can:

- access your personal information
- ask us to correct your personal information, and
- complain about a breach of the privacy principles set out in the Privacy Act 1988 (Cth) and how we will deal with your complaint.

To get a free copy of our Privacy Policy:



Visit  
[nrma.com.au](http://nrma.com.au)



Call  
132 132



Visit an  
NRMA office

## Your consent

You agree to us collecting, holding, using and disclosing your personal information as set out in our Privacy Policy when you:

- provide us with your personal information, and
- apply for, use or renew any of our products or services.

# General Insurance Code of Practice



**Other  
information you  
need to know**

We proudly support the General Insurance Code of Practice (Code). The purpose of the Code is to raise the standards of practice and service in the general insurance industry. The objectives of the Code are:

- to commit us to high standards of service
- to promote better, more-informed relations between us and you
- to maintain and promote trust and confidence in the general insurance industry
- to provide fair and effective mechanisms for resolving complaints you make about us, and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code.

## **Our commitment to you:**

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

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

## **Financial Claims Scheme**

You may be entitled to payment under the financial claims scheme in the event that we become insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from [www.fcs.gov.au](http://www.fcs.gov.au)

# Definitions

The following words have special meaning.

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|                              |  |
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| <b>act of terrorism</b>      | <p>includes any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:</p> <ul style="list-style-type: none"><li>• involves violence against one or more persons</li><li>• involves damage to property</li><li>• endangers life other than that of the person committing the action</li><li>• creates a risk to health or safety of the public or a section of the public, or</li><li>• is designed to interfere with or to disrupt an electronic system.</li></ul> |
| <b>actions of the sea</b>    | <p>include:</p> <ul style="list-style-type: none"><li>• waves</li><li>• normal movement or changes in sea levels (including high tides and king tides)</li></ul> <p>unless caused by storm surge.</p>  |
| <b>bond</b>                  | <p>an amount of money paid by a tenant as security for the landlord against any future breaches of the rental agreement.</p>   |
| <b>Buildings sum insured</b> | <p>is the amount of insurance you choose for your rental property. This amount is shown on your current Certificate of Insurance.</p>  |
| <b>common property</b>       | <p>is property owned by the owner's corporation or similar body.</p>   |

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| <b>communicable disease</b> | <p>means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:</p> <ul style="list-style-type: none"> <li>• the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not,</li> <li>• the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas between organisms, and</li> <li>• the disease, substance or agent can cause or threaten bodily injury, illness, emotional distress or damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.</li> </ul> |
| <b>contents</b>             | <p>are those items that are not permanently attached or fixed to the structure of your rental property that you:</p> <ul style="list-style-type: none"> <li>• own, or</li> <li>• are responsible for as part of a written employment contract or a hire or lease agreement, and</li> <li>• leave at your rental property for your tenants' use.</li> </ul>   |
| <b>Contents sum insured</b> | <p>is the amount of insurance you choose for your contents. The amount is shown on your current Certificate of Insurance.</p>  |
| <b>cryptocurrency</b>       | <p>is any form of currency that only exists in digital form.</p>   |
| <b>excess</b>               | <p>is the amount you contribute towards the cost of your claim on your policy. The amount and types of excesses that apply to your policy are shown on your current Certificate of Insurance.</p>  |
| <b>fixtures</b>             | <p>are any items that are permanently attached or fixed to the structure of your rental property that can't be removed without causing damage to your rental property.</p>   |
| <b>flood</b>                | <p>means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:</p> <ul style="list-style-type: none"> <li>(a) a lake (whether or not it has been altered or modified);</li> <li>(b) a river (whether or not it has been altered or modified);</li> <li>(c) a creek (whether or not it has been altered or modified);</li> <li>(d) another natural watercourse (whether or not it has been altered or modified);</li> <li>(e) a reservoir;</li> <li>(f) a canal;</li> <li>(g) a dam.</li> </ul>  |

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| <b>fusion</b>                            | is the burning out of an electric motor or its wiring as a result of the electric current in it.   |
| <b>intentional and deliberate damage</b> | is damage resulting from an act deliberately performed by your tenant or their guest, with the full knowledge that the act will alter the state of the rental property, and done without the owner's permission.   |
| <b>incident</b>                          | is a single occurrence, or a series of occurrences arising out of the one event.   |
| <b>owners' corporation</b>               | also known as the body corporate. The body that controls the administration of common property in a strata title or subdivided building or land. The members of the body corporate are the owners of each unit in the building.  |
| <b>policy period</b>                     | is the period shown on your current Certificate of Insurance.  |
| <b>premium</b>                           | is the total amount you pay for your Landlord Insurance that includes applicable government taxes such as GST, duties or charges payable by you. It is shown on your current Certificate of Insurance. If you pay by monthly instalments, the premium means the total of the instalments you must pay for the full policy period.  |
| <b>rainwater run-off</b>                 | water that flows over the ground, or backs-up, as a result of a storm, that is not a flood.  |
| <b>rent</b>                              | is the amount of money payable on a regular basis by the tenant to lease or rent your rental property, as set out in a current valid written rental agreement.   |
| <b>rental agreement</b>                  | is a current valid written agreement between you and a tenant that details the terms and conditions of the tenancy including the rental period, the amount of rent payable to you and the amount of bond that a tenant is required to pay. Once the fixed term period of the tenancy ends, the rental agreement becomes a continuing agreement with the same terms and conditions.   |
| <b>rental property</b>                   | is any enclosed building at your site that has walls and a roof and can be locked up which you use mainly for domestic purposes: <ul style="list-style-type: none"> <li>• for Landlord Buildings Insurance, your rental property includes any rental property improvements or fixtures</li> <li>• for Landlord Contents Insurance, if your rental property is a flat or unit, your rental property is your flat or unit and includes any lockable storage compartment that is reserved for you in another section of the building or complex that your flat or unit is part of.</li> </ul> |
| <b>set</b>                               | is a pair or group of items that belong together, are similar in appearance and are related by a common size, shape, colour, pattern or material.  |

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| <b>site</b>              | is the land where your rental property is located and the yard or garden surrounding it that you use primarily for domestic residential purposes, at the address shown on your current Certificate of Insurance. The site includes any land or other area that touches your site and for which any statutory authority has made you responsible, but it does not include the nature strip outside your rental property. |
| <b>Storm</b>             | <ul style="list-style-type: none"> <li>• rain, thunderstorm, hail, snow</li> <li>• violent wind, cyclone, tornado.</li> </ul>   |
| <b>Storm surge</b>       | is an increase in sea level that occurs because of an intense storm or cyclone and associated waves.  |
| <b>strata</b>            | any form of land title which allows for multiple titles to exist in or on a building or land where the common property is held under a single separate title.   |
| <b>tenant</b>            | any person named in a rental agreement who has been granted the right to occupy the property and any other person who permanently resides at the property.  |
| <b>unable to live in</b> | <p>We will consider your tenants will be unable to live in your rental property if the loss or damage we cover has caused:</p> <ul style="list-style-type: none"> <li>• significant interruption to water, gas, electricity, sewerage, heating or cooling connections, or</li> <li>• significant damage requiring extensive repair, or</li> <li>• an inability to use sleeping or cooking facilities.</li> </ul>        |
| <b>us, we and our</b>    | is Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as NRMA Insurance.   |
| <b>you</b>               | all the people named as the insured on your current Certificate of Insurance.   |

# Notes





# Notes





## Contact

Enquiries and new business **132 132**

Claims **131 123**

Report insurance fraud **1800 237 283**

**[nrma.com.au](http://nrma.com.au)**

This Product Disclosure Statement and Policy Booklet (PDS) is issued by Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as NRMA Insurance GPO Box 244 Sydney NSW 2001

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