

HOME BUILDING INSURANCE PRODUCT DISCLOSURE STATEMENT



LUCKY
YOU'RE
WITH **AAMI**

Welcome and thank you for choosing AAMI

This Product Disclosure Statement (PDS) is an important document that sets out what we cover under this policy, what we don't cover, the limits on cover, and the terms and conditions that apply. Read this PDS carefully before you decide whether our cover is right for you.

The information in this PDS is current on the date it was prepared. From time to time, we may update some of the information in the PDS that isn't materially adverse to you without notifying you. Please contact us for a free copy of any of these updates. Other changes will be made by a Supplementary Product Disclosure Statement (SPDS) which we'll give to you.

You can ask us for a confirmation of a transaction relating to your policy or any claim by calling us on 13 22 44.

Using our products for financial abuse is unacceptable

An insurance policy and the rights under it, including making any claim or receiving claims proceeds, is no place for financial abuse or other types of abuse such as threatening, harassing, or controlling behaviour. Using the policy or the rights in an abusive way can have serious negative impacts on the abused.

We may report reasonable suspicions of financial or domestic abuse to relevant authorities, including law enforcement.

Contents

1. Things to know upfront	5
2. What and where we cover – the basics	19
3. General exclusions	23
4. What we cover – the details	37
5. Additional cover that comes with your policy	53
6. Optional cover you can pay extra for	67
7. Making a claim	73
8. Important things to know – our contract with you	89
9. What to do if you have a complaint	93
10. Terms and words with special meanings (definitions)	97



In this PDS you'll be referred to the Home Building Insurance Additional Information Guide.

This guide is available at www.aami.com.au and contains further information about premiums, excesses, and claim examples. Please contact us for a free copy.



Some terms and words in this policy have special meanings (definitions) which apply to them. The terms and words with special meanings (definitions) are defined in section 10 'Terms and words with special meanings (definitions)' on pages 97 to 102. This section may also refer you to where that special meaning can be found in this policy.

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Key information about AAMI Home Building Insurance



This is a summary only. Like all policies, there are conditions, limits, and exclusions that apply so you need to read your policy for full details.



Type of insurance

This policy provides cover for loss or damage to your home (the building).



We don't cover the building for all types of loss or damage.

We don't cover your contents.



If you also want cover for your contents you might like to consider AAMI Home Contents Insurance.



What we pay

If you have a sum insured shown on your certificate of insurance

The most we'll pay for loss or damage to the building for any one incident is the building sum insured unless we say otherwise in your policy.

If you have Complete Replacement Cover® shown on your certificate of insurance

The most we'll pay for loss or damage to the building for any one incident is the assessed quote to either repair or rebuild the building on a 'new for old' basis unless we say otherwise in your policy.

Legal liability cover

The most we'll pay for all claims arising from one incident for legal liability covered by this policy is **\$20 million**, including all associated legal costs.

Additional and Optional covers

We'll pay up to the limits outlined under the relevant Additional and Optional cover.



What we cover

Insured events

We cover the building for loss or damage caused by specific events like storms, floods, and fires (including bushfires).

Legal liability

We cover your legal liability to pay compensation for death, or bodily injury to other people (not you), or loss or damage to their property, in certain situations.



Additional cover that comes with your policy

There are some additional covers that come with your policy for no extra cost. See section 5 'Additional cover that comes with your policy' on page 53 for more information.






















Optional cover you can pay extra for

There are some optional covers that you'll have to pay extra for. If an optional cover applies to your policy, it's shown on your certificate of insurance. See section 6 'Optional cover you can pay extra for' on page 67 for more information.

Summary of cover

Limits, conditions, and exclusions apply. Read your policy for full details.

What we cover			Page
Insured events		Flood	 39
		Storm	 40
		Storm surge	 41
		Lightning	 42
		Fire (including bushfire)	 43
		Earthquake and tsunami	 44
		Theft or burglary	 45
		Escape of liquid	 46
		Impact	 48
		Damage by an animal	 49
		Explosion	 49
		Riot, civil commotion, or public disturbance	 50
		Malicious acts and vandalism	 50
Legal liability		Legal liability	 51

What we cover			Page
Additional cover (These are covers that come with your policy)		Emergency repairs and other repair/rebuilding costs	 54
		Lock replacement	 56
		Temporary accommodation	 57
		Motor burnout	 60
		Accidental breakage of glass	 62
		Exploratory costs where liquid escaping isn't covered under insured event 'Escape of liquid'	 64
		Damage from physical injury or incident	 65
Optional cover (These are covers that you pay extra for)		Complete Replacement Cover®	 68
		Accidental damage at home	 69
		Excess-free Glass cover	 71
		AAMI Home Assist	 72

What to do when an incident happens

We understand experiencing loss or damage or having a claim made against you can be stressful.

Here's what to do:



Step 1

Make sure everyone is safe.
For emergencies, call **000**.



Step 2

Try to prevent further loss, damage, or liability (for example, if there is a hole in the roof, arrange for it to be covered to prevent further water damage from the rain).



Step 3

Report any theft and malicious damage to the police as soon as possible.

Give them a list of all stolen or damaged items. Keep details of the date reported, name of the police officer, police station reported to, and the report number.



Step 4

Contact us as soon as possible by calling **13 22 44**, using our AAMI App or online.

If you unreasonably delay reporting your claim, we won't pay for any additional loss, damage, or liability caused by your delay. When you contact us, describe details of what has happened (for example, a window broken in a storm).

For electrical items, please have details about the make and model. If the damage to your building was caused by another person, then if possible, please provide us their name and address and if applicable, their vehicle registration number.

Who we mean by 'you'

When we say 'you' or 'your' we mean the person or persons named as the insured on your certificate of insurance. 'You' extends to include members of your family (see page 100) who normally live with you at the insured address.

If the insured shown on your certificate of insurance is a company, trustee of a trust, or body corporate, then 'you' or 'your' means that company, trustee, or body corporate. 'You' or 'your' extends to the following if they normally live at the insured address:

- any company director, company owner, or trust beneficiary
- their respective family members.

Who we mean by 'we'

When we say 'we', 'us', 'our', or 'AAMI' we mean AAI Limited ABN 48 005 297 807 trading as AAMI.

Our agreement with you

Your policy is a legal contract of insurance between you and us. If you buy this product from us and you're named as the insured on your certificate of insurance, you'll have entered into the contract of insurance with us. Your policy is made up of your certificate of insurance, this PDS, and any SPDS that we've given you.

Cooling off period

You can contact us to return the policy within **21** days from the start date of your policy (including on renewal).

This is called the cooling off period. As long as you haven't made a claim during this period, we'll refund in full the money you paid for your policy (including GST if applicable). However, you won't have any cover under the policy.



You can also cancel your policy at any time

Alternatively, you can cancel your policy at any time while you're insured. You can cancel your policy as at the date you contact us, a future date, or another date if we agree, and you'll have cover up until that date. For more information see 'What happens with cancellations or removal of cover' on page 92.

There are some things that we don't cover

Like every insurance policy, there are exclusions, conditions, and limits that apply to your policy. There are some things we don't cover whatever the circumstances. These are found in section 3 'General exclusions' on pages 23 to 36. There are also specific things we don't cover explained in sections 4 to 6 on pages 37 to 72 which are particular to the cover provided under your policy.



In this PDS we use  and  icons to help describe what's covered and what's not covered.

When we may refuse to pay a claim or reduce the amount we pay

Where the effect of a term in this policy is that we may refuse to pay a claim (either in whole or in part) by reason of something you or another person did or didn't do after this policy was entered into then, in accordance with the Insurance Contracts Act 1984 (Cth), we may either:

- refuse to pay a claim, however, only to the extent that such act or failure caused or contributed to the loss which gives rise to the claim
- reduce our payment of a claim, however, only by an amount that fairly represents the extent to which our interests are prejudiced by the act or failure.

We may also cancel your policy.

Sometimes we can provide extra support

Sometimes your circumstances might mean you need additional support or assistance in dealing with us. This could be due to your physical or mental health, family or financial situation, or cultural background. If you're comfortable, you can tell us about your situation, and we'll work with you to arrange support.

These are your responsibilities during the period of insurance

Things you need to do:

- follow all of the terms and responsibilities set out in your policy
- take steps to prevent theft, loss, damage, or legal liability (for example, ensuring there are working smoke detectors in the building)
- maintain door locks and window locks in good working condition
- ensure that any security devices we asked about and you have told us are installed, are in fact installed
- provide honest and complete information for any claim, statement, or document supplied to us
- don't behave in a way that's abusive, dangerous, hostile, improper, or threatening when engaging with us and our service providers
- ensure that the building complies with local council requirements and building laws and regulations when construction, alterations, or repairs are undertaken (for example, ensure you obtain all required permits before the works begin and ensure that all requirements, including height limits, are met) (see also page 31).

Keeping your building well maintained and in good condition:

The following responsibilities are also linked to some general exclusions. You need to:

- fix any inherent defect, faulty design, structural defect, structural fault, or faulty or poor workmanship at the insured address as soon as possible after you identify it or are told about it (see also page 28)
- keep the building (including all sheds, outbuildings, and other structural improvements at the insured address) structurally sound and safe and fit to live in (see also page 25)
- fix things that are blocked, broken, damaged, loose, have fallen down, are missing, are rusted through, or are in a general state of disrepair (for example, the roof leaks when it rains or there are holes in walls) (see also page 25)
- keep the building free of infestation from vermin and termites (see also page 25)
- remove mould (see also page 31).

We can reduce or deny cover if you don't meet your responsibilities

Your policy may not provide cover if you haven't met your responsibilities, and it may lead us to reduce or refuse to pay your claim (see page 12).

If you don't meet your responsibilities, we may cancel your policy in accordance with the Insurance Contracts Act 1984 (Cth).

How we'll keep in contact with each other

Communicating with you by post

We may send your policy documents and policy related communications by post unless you've consented to receiving these electronically (see below).

Communicating with you electronically

We may send your policy documents and policy related communications electronically. This will be by email, other types of electronic communication (for example, SMS), or both. We'll obtain your express or inferred consent to do so. Each electronic communication will be deemed to be received by you at the time it leaves our information system.

Let us know if your contact details change

You must keep your contact details, including your Australian Mobile number, postal address, and email address up to date. If we don't have up to date contact details, you might not receive your important policy documents which could impact whether you have cover in place.

How to contact us



Call us on **13 22 44**.

When you must contact us

During the period of insurance, you must tell us as soon as possible about any of the following:

- you've been convicted of a criminal act or offence
- you've had another insurer cancel, decline, or not offer to renew an insurance policy, impose specific conditions on a policy, or refuse a claim
- you start to operate or intend to operate a business activity at the insured address
- you start farming, manufacturing, or undertaking repair work at or from the insured address
- there are changes to any business activity you operate at the insured address, for example, the type of business activity changes, people start to come to the insured address, business signage is installed, or chemicals are kept at the insured address
- any detail on your certificate of insurance isn't accurate, for example, the description of the building
- you intend to demolish the building, have lodged an application to do this, or a government authority has issued a demolition order
- you've demolished the building and construction of a new building has or will commence
- if your building is being raised, repositioned, or relocated
- you start to use or let all or part of the building to tenants (including under any short-term rental, holiday letting or house sharing arrangement). This includes any arrangements booked through an online booking platform
- trespassers or squatters use or stay at the insured address.

Tell us about any of these matters from previous periods of insurance

If you haven't told us about any of the above matters having occurred in any other period of insurance you held this policy with us, you must also tell us as soon as possible.

What we'll do when you contact us

When you tell us about any of the above matters, an additional excess, additional premium, or special condition may be applied to your policy. In some cases, in accordance with the Insurance Contracts Act 1984 (Cth), it may lead us to either:

- refuse to pay a claim by reason of something you or another person did, or failed to do, however, only to the extent that such act or failure caused or contributed to the loss which gives rise to the claim
- reduce our payment of a claim by reason of something you or another person did, or failed to do, however, only by an amount that fairly represents the extent to which our interests are prejudiced by the act or failure.

If what you tell us means we can no longer insure you, we'll cancel your policy in accordance with the Insurance Contracts Act 1984 (Cth).

If you don't contact us when you should

If you don't notify us when you need to, then in accordance with the Insurance Contracts Act 1984 (Cth), we may do either of the following:

- refuse to pay a claim by reason of something you or another person did, or failed to do, however, only to the extent that such act or failure caused or contributed to the loss which gives rise to the claim
- reduce our payment of a claim by reason of something you or another person did, or failed to do, however, only by an amount that fairly represents the extent to which our interests are prejudiced by the act or failure.

This includes a failure to notify us of a change in accordance with this clause.

It may also lead us to cancel your policy in accordance with the Insurance Contracts Act 1984 (Cth).

About your sum insured

AAMI offers cover on a sum insured basis or you may be able to choose the option of Complete Replacement Cover® see section 6 'Optional cover you can pay extra for', on page 68.



This section 'About your sum insured' doesn't apply if you have the Complete Replacement Cover® optional cover. This is because under that option we cover insured loss or damage to the building up to the amount of the assessed quote to repair or rebuild on a 'new for old' basis. See 'If your policy has optional Complete Replacement Cover®' on page 68 for more details.

Make sure your sum insured meets your needs if your building is damaged or destroyed

Underinsurance, where your sum insured is insufficient to cover the building being damaged or destroyed, can expose you to serious financial loss. It's your responsibility to select a sum insured for the building that meets your needs in the event the building is damaged or destroyed.

To help you estimate the replacement value of the building, we provide a 'Home Building Calculator' that you can access at our website www.aami.com.au.

You can also choose to seek the services of an architect, builder, quantity surveyor, valuer, or other suitably qualified professional for an expert opinion.

Review your sum insured regularly

For you to ensure your sum insured meets your needs if your building is damaged or destroyed, it's important for you to review your sum insured regularly, being mindful of any additions, enhancements, or renovations that you may make and ask us to change the sum insured if required. For example, upgrading the size and standard of your building or adding a granny flat may increase the cost to rebuild the building.

We don't pay extra because you over-insure

We won't pay more than the sum insured for your building for loss or damage to your building. We also won't pay more than the amount of the assessed quote to rebuild or repair the building. We won't refund any premium paid for over-insuring, where your sum insured is higher than the assessed quote to rebuild or repair the building.

We may adjust your sum insured at your renewal offer

We may choose to adjust the building sum insured shown on your certificate of insurance as part of your renewal offer. We do this to account for various factors including inflationary trends.

Limits and amounts we pay include Goods and Services Tax (GST)

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

How your excess works when you make a claim

What's an excess?

An excess is the amount you must pay towards the cost of your claim for each incident covered by your policy. Sometimes you might have to pay more than one type of excess. The amount and types of excess are shown on your certificate of insurance or in this PDS.

Excess Type

AAMI Flexi-Premiums® excess	This excess applies to all claims unless your policy states otherwise.
Additional excess	An additional excess may apply to your policy based on our assessment of the risk. If an additional excess applies to your policy, this excess is payable in addition to any other excess unless your policy states otherwise.
Unoccupied excess	<p>This excess applies in addition to any other excess if at the time of the incident covered by your policy, the building hasn't been occupied for more than 60 continuous days.</p> <p>You may be required to prove the occupancy of the building in the event of a claim. An example of how you can prove the occupancy is providing us with copies of bills or other documents demonstrating the usage of utilities that are connected to the building.</p>



Refer to the Home Building Insurance Additional Information Guide for more information about excesses.

The higher excess applies when claiming for both building and contents

When both the building and contents at the one insured address are insured with us and your claim is for loss or damage to both arising from the same incident, you must pay whichever is the higher of the building AAMI Flexi-Premiums® excess or the contents AAMI Flexi-Premiums® excess (plus any other applicable excess). The other excesses that apply are those under the cover with the higher AAMI Flexi-Premiums® excess.

How to pay your excess

If any excess(es) applies to your claim, we'll do one of the following:

- deduct the amount of the excess(es) from any cash payment we make
- require you to pay the amount of the excess(es) to us. We'll let you know when and how to pay.

We won't cover any legal or other costs that arise because of any delay in paying the excess.

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What and where we cover – the basics

2

Where we cover

The insured address is the land within the boundaries of the address/location shown on your certificate of insurance. It also includes all land adjoining the insured address that you have a legal right to occupy (for example, an easement), if the land adjoining the insured address isn't subject to any communal or common property conditions (for example, community title/strata title arrangements). The insured address doesn't include common property.

The building

We cover as the building

We cover



We cover the building at the insured address that you own or are responsible for and use primarily for domestic purposes and described as 'The building' on your certificate of insurance (if it shows a description of 'The building').

We include the following located on or within the boundaries of the insured address as the building:

- garages, carports, outbuildings (but not an outbuilding with its own utility metering that's occupied, or could be occupied, as a residence) and any structural improvements on land
- decks, pergolas, pagodas, gazebos, verandas, and balconies, fixed water tanks, fixed swimming pools and spas (including their pumps and accessories), granny flats (provided there's no separate utility metering), sheds, and tennis courts
- garden borders, sealed pathways, and paved or concreted floor areas
- sealed driveways or sealed roads (limits apply)
- outdoor walls, free-standing outdoor walls, gates, fences (limits apply), and retaining walls
- floating floors
- services, both above and below ground, that you own and you're responsible for
- any permanently housed, connected, or wired electrical appliances (for example, a wired oven)
- any permanently fixed outdoor items, including solar panels, satellite dishes, play equipment, clothes lines, animal housing, and outdoor lights
- gas appliances permanently plumbed to a gas supply
- any item permanently attached to the building including wall, ceiling, and floor coverings (not carpet)
- external blinds and shutters
- lino or vinyl flooring installed, whether permanently attached or not

- sewer storage tanks or treatment tanks permanently plumbed to the building
- boat jetties, pontoons, mooring poles, and their attachments and accessories which are located within the boundaries of the insured address or where any part of their structure begins or terminates on or within the boundaries of the insured address
- uninstalled building fittings, fixtures, and materials to be used for the building. However, only when kept in a locked and secured building at the insured address.

We don't cover as the building

We don't cover



Building doesn't include any of the following:

- anything that's contents
- any building (or part of a building) that's covered under an insurance policy taken out by any owners corporation or similar body and/or is required to be insured by any owners corporation or similar body under the strata or community title laws applicable to that state or territory
- common property
- any new building in the course of construction
- any part of the building used for farming of any description (including buildings used in relation to hobby farm activities) such as, but not limited to, a barn, dairy, shearing shed, silo, or stable. This limitation doesn't include any building which could be used for farming, however, it isn't used for that purpose
- any temporary or mobile structures, including caravans, houseboats, watercraft, motorised vehicles, or craft of any type
- inflatable or portable swimming pools and spas and their accessories
- any fixed or temporary dead weight moorings, mushroom moorings, or screw in moorings
- any carpets, rugs, internal blinds and shutters, drapes, or curtains
- air conditioners attached within a window
- loose or compacted soil, sand, lawn, grass, artificial grass, gravel (including on roads, driveways, and tracks), pebbles, rocks, or granular rubber
- used or applied chemicals, fertilisers, or pesticides
- plants, trees, shrubs, or hedges in the ground
- any electrical or electronic items that are no longer able to be used for the purpose they were intended
- any domestic outbuilding with its own utility metering that's occupied, or could be occupied, as a residence.

The most we'll pay for loss or damage to the building

The most we'll pay for loss or damage to the building depends on the type of cover you've chosen. If you have Complete Replacement Cover® the below doesn't apply. Please see page 68 for more details.

If you have a sum insured shown on your certificate of insurance

The most we'll pay for loss or damage to the building caused by any one incident is the building sum insured, unless stated otherwise in your policy.

Building items with fixed limits

Some items also have fixed limits that can't be increased and these limits (shown in the table below) are the most we'll pay for those items. If you have Complete Replacement Cover®, the fixed limits don't apply.

Fixed limits apply to	Limits for any one incident
Fencing* (including shared fences, see page 79)	up to 2 kilometres
Sealed driveways and sealed roads*	up to 500 metres
*In addition to the distance limit shown we won't pay more than the building sum insured.	

General exclusions

3

Some things are never covered by this policy. These are known as 'General exclusions' and apply to the whole policy.

Actions or movements of the sea

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any actions or movements of the sea.

Agreements you enter into

We don't cover legal liability for or caused by, connected with, or arising from any agreement or contract you enter into. However, this exclusion doesn't apply if your legal liability would have existed had you not entered into the agreement or contract.

Aircraft and their shock waves

We don't cover legal liability for or caused by, connected with, or arising from you using or owning any aircraft or the facilities to land or store aircraft, unless the aircraft is either of the following:

- a remote controlled model or toy aircraft with a wingspan up to **1.5** metres (however, not a drone)
- a kite designed to be held by a person on land or attached to a non-motor powered watercraft (for example, a surf kite).

We also don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from the gradual effects of vibrations, or shock waves caused by aircraft travelling at high speeds.

Animals

We don't cover legal liability for or caused by, connected with, or arising from any animal other than your domestic dog, cat, or horse.

Asbestos

We don't cover legal liability for or caused by, connected with, or arising from exposure to, or potential exposure to asbestos in any form.

Biological, chemical, other pollutant, or contaminant

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any of the following:

- any actual or threatened use, existence, or release of any biological, bacterial, viral, germ, chemical or poisonous substance, pollutant, or contaminant
- any looting or rioting following the actual or threatened release of any biological, bacterial, viral, germ, chemical or poisonous substance, pollutant, or contaminant
- any action taken by a public authority to prevent, limit, or remedy the actual or threatened release of any biological, bacterial, viral, germ, chemical or poisonous substance, pollutant, or contaminant.

However, we'll cover either:

- loss or damage that's covered by insured event 'Fire (including bushfire)' on page 43
- your legal liability that's covered by 'Legal liability' cover on page 51, to the extent your legal liability arises from your use of pesticides or herbicides at the insured address.



Breaking the law

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any of the following:

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



Building not in good condition

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any part of the building not being in good condition, such as, however, not limited to any of the following:

- the roof leaks when it rains
- there are blocked gutters
- there are areas of the roof that are rusted through
- there is wood rot, termite, or ant damage to the building
- there are holes in floors, walls, ceilings, or any other parts of the building or unit (for example, external wall cladding, internal plaster, or floorboards)
- there are boarded up or broken windows
- there are steps, gutters, flooring, walls, ceilings, gates, fences, or any other areas of the building that are loose, falling down, missing, or rusted through or otherwise in disrepair
- previous damage including damage caused by flood hasn't been repaired
- the building is infested with vermin
- the building (including all sheds, outbuildings, and other structural improvements at the insured address) isn't structurally sound or is unsafe or unfit to live in
- plant matter is growing on the building (for example, walls, windows, or gutters).

Building works

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from building works to the building or parts of the building (other than the cover available under 'Legal liability' see page 51 and below), including any of the following:

- damage caused by cracking, collapse, or subsidence, caused fully or partially by the building works
- damage caused by storm, flood, or water entering the building through any openings (whether such openings were created by you or another person) in the walls or roof or other unfinished parts of the building under construction, and whether or not they are temporarily covered at the time of the damage
- theft or damage by someone who enters or leaves through an unlockable part of the building that's under construction.

We also don't cover legal liability for or caused by, connected with, or arising from building works, including construction and demolition of building structures, being carried out at the insured address where the total cost of the building works is more than **\$50,000**.

Buildings, property, structures, or land not at the insured address

We don't cover legal liability for or caused by, connected with, or arising from you owning, occupying, leasing, or renting any building, property, structure, or land not at the insured address except for a jetty or pontoon which begins or terminates on government owned land adjoining the insured address and the jetty or pontoon is for your use (see 'Legal liability' page 51).

Bushfires, storms, storm surges, floods, tsunamis in the first 72 hours of cover

We don't cover loss or damage to, or caused by, connected with, or arising from, or liability caused by, connected with, or arising from a bushfire, storm, storm surge, flood, or tsunami in the first **72** hours of cover. But we will cover these events if this policy began on the same day:

- you become the owner of the building
- that another policy covering the building expired or was cancelled, but, not when you cancelled the policy prior to its expiry date, and only up to the sums insured covered under the expired or cancelled policy (any increase in sums insured will not be covered for these events for the first **72** hours specified).

Business activity

We don't cover legal liability for or caused by, connected with, or arising from any business activity, including letting to tenants, paying guests, boarders or anyone else residing at the building under a short-term rental, holiday letting or house sharing arrangement (such as an arrangement booked through an online booking platform). However, we'll cover:

- part-time or casual babysitting where you don't need to be registered or licensed to do this
- liability for death or bodily injury to a tenant, paying guest, or boarder who isn't either of the following:

- within the definition of ‘you’
- residing at the building under a short-term rental, holiday letting, or house sharing arrangement (such as an arrangement booked through any online booking platform).

Caravans and trailers

We don’t cover legal liability for or caused by, connected with, or arising from using or towing a caravan, mobile home, or trailer.

Chemical damage when cleaning

We don’t cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from chemicals, such as detergents and solvents, when you or someone authorised by you is using them for cleaning.

Committee members or officials

We don’t cover legal liability for or caused by, connected with, or arising from your actions or duties as a committee member or director of a club or association, as a coach, referee, official, or medical officer at a game or organised sporting activity.

Communicable Disease

We don’t cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any loss, damage, claim, cost, expense, legal liability, or other sum, directly or indirectly arising out of, or attributable to, a communicable disease or the fear or threat (whether actual or perceived) of a communicable disease.

Confiscation or damage by a legal authority

We don’t cover loss or damage from confiscation, nationalisation, requisition, or damage caused by the police, a government authority, or someone with the legal authority to do this. However, we’ll cover loss or damage caused by the police or other emergency services in attempting to obtain entry at the insured address in connection with an insured event.

Death or injury

We don’t cover legal liability for or caused by, connected with, or arising from death or injury of any of the following:

- you
- a child (born or unborn) under **18** years who is your child or the child of your spouse, de facto, or partner
- your pets
- anyone who usually lives at the insured address (who isn’t a tenant, paying guest, or boarder).

Defamation or copyright

We don’t cover legal liability for or caused by, connected with, or arising from defamation or breach of copyright.

Defects, faults, workmanship

We don't cover either:

- loss, damage, or legal liability caused by, connected with, or arising from inherent defects, faulty design, structural defects, structural fault, or faulty or poor workmanship, if you knew or should've reasonably known about it (for example, because the defect or fault was able to be observed by you or because it was identified in a pre-purchase building inspection report)
- any loss or damage to the part of the building with an inherent defect, faulty design, structural defect, or faulty or poor workmanship, whether or not you knew or should reasonably have known about it.

For details about 'How we deal with defects, faults, and poor workmanship' as part of the repair or rebuilding process see page 84.

For example, poor workmanship might have resulted in the removal of structural posts, beams, or load bearing walls without taking into account structural engineering requirements.

Deliberate damage to a reservoir or dam

We don't cover loss or damage caused by, connected with, or arising from any deliberate or malicious acts causing damage to, or destruction of, a reservoir or dam, or any looting or rioting following such an incident.

Deliberate or reckless actions

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from an act or omission by you, your family, anyone living at the insured address, any owner or part owner of the building, or anyone acting with your given or implied consent, which is any of the following:

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

Drones

We don't cover legal liability for or caused by, connected with, or arising from aerial devices, drones, and other autonomously piloted aircraft.

Extra costs or other losses following an incident covered by your policy

We don't cover your extra costs or other losses (financial and non-financial loss) suffered or incurred by you (and not a third party) following an incident covered by your policy, including, however, not limited to any of the following:

- loss of your income or wages
- your medical expenses
- your costs, including the cost of your time, to prove your loss or to help us with your claim (for example, phone calls, postage) unless stated otherwise in your policy

- your cost of hiring appliances after yours suffer loss or damage
- professional, expert, legal, consulting, or valuation costs unless you obtained our prior authority to incur these costs
- your cost of replacing or reapplying pest control chemicals and baits in or around the insured address
- your travel costs
- your cleaning costs unless stated otherwise in your policy
- any increase in your electricity costs not directly arising from an incident covered by your policy.

Fines, penalties, and other damages

We don't cover civil or criminal penalties or fines or aggravated, exemplary, punitive, or multiple damages.

Ground movement

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover landslide or subsidence that's specifically covered under the following insured events:

- 'Flood' (however, not if you have removed cover for insured event 'Flood') on page 39
- 'Storm' on page 40
- 'Storm surge' on page 41
- 'Earthquake and tsunami' on page 44
- 'Escape of liquid' on page 46
- 'Explosion' on page 49.

Hacking, cyber-attack, or cyber incident

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any of the following:

- unauthorised, malicious, or criminal act (including any threat or hoax) involving access to, processing, use or operation of any computer system (including computer hacking, cyber-attack, any computer virus). However, we'll cover loss or damage to the building caused by theft, if that theft results from a thief hacking your building security system to open doors and gain unauthorised entry into your building
- error or omission 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
- destruction, distortion, erasure, corruption, alteration, misinterpretation, or misappropriation of electronic data; or inability or failure to receive, send, access or use electronic data; or error in creating, amending, entering, deleting or using electronic data; or loss of use, reduction in functionality, repair, replacement, restoration or reproduction of electronic data (including the value of any electronic data).

Hazardous materials

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any hazardous materials if not stored or used in accordance with the relevant law, controls, and manufacturer's instructions.

Legal actions in other countries

We don't cover any legal actions or legal claims brought against you, decided, or heard in countries outside Australia or New Zealand.

Mechanical or electrical breakdown or failure

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from mechanical or electrical failure or breakdown or anything that fails to operate properly. However, we'll cover damage caused by any of the following:

- fire spreading from an electrical fault to other parts of the building to the extent it's covered under insured event 'Fire (including bushfire)' on page 43
- lightning to the extent it's covered under insured event 'Lightning' on page 42
- motor burnout to the extent it's covered under the 'Motor burnout' additional cover on page 60.

Motor vehicles or motorcycles

We don't cover legal liability for or caused by, connected with, or arising from the use or ownership of a motor vehicle or motorcycle or instructing someone on how to use it unless at the time of the incident, it was being used legally and didn't have to be insured under any

compulsory third party insurance laws or motor accident injuries insurance laws and was any of the following:

- a remote controlled motor car
- a wheelchair or a mobility scooter designed to accommodate physical disabilities or the elderly
- a golf cart or buggy
- a personal transportation vehicle
- domestic gardening equipment (for example, ride-on mower).



Mould or mildew

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from mould or mildew at the insured address unless it was directly caused by an insured event and there's no evidence of pre-existing mould or mildew in the area of the building where the loss or damage has occurred.



Not complying with building laws or regulations

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any component of the building that wasn't built, constructed, renovated, altered, or repaired in compliance with the applying local council requirements or relevant building laws or regulations (non-complying building component) except those laws or regulations introduced after the building was originally built or after the construction, repairs, renovations, or alterations were undertaken. Non-complying building components include, however, aren't limited to any of the following:

- you build an additional bathroom without obtaining appropriate permits or with plumbing that doesn't meet building laws or regulations
- non-habitable parts of the building converted to habitable rooms (as defined by the Building Code of Australia), where legal height requirements haven't been met
- basement area conversions without building approval and with evidence of inadequate ventilation, drainage, or waterproofing (as required under relevant building laws or regulations)
- incorrect slab height in relation to the outside ground level (for example, there must be a step down to outside as required under the relevant building laws or regulations)
- poorly designed and non-approved external structures, like decks, gazebos, or carports, without obtaining appropriate permits and that don't meet building laws or regulations.



Nuclear and radioactive materials and contamination

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from any of the following:

- ionising radiation or contamination by radioactivity, or the use, existence, or escape of, nuclear fuel, nuclear material, or any nuclear waste or from the combustion of nuclear fuel
- any weapon, device, material, operations or action employing nuclear fission or fusion or other like reaction or radioactive force or matter, including detonation of any nuclear device, nuclear weapon or the use, handling or transportation of such weapon, device or material
- any property on the site of a nuclear power station, on any other nuclear reactor installation or on any site used, or having been used, for the generation of nuclear energy or the production, manufacture, enrichment, conditioning, processing, reprocessing, use, storage, handling and disposal of nuclear material and/or radioactive material
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor, or other nuclear assembly or nuclear component thereof, or radioactive matter
- the use of any nuclear reactor, atomic piles, particle accelerators, generators or similar devices
- the use, handling, transportation of any radioactive material
- any action taken by a public authority to prevent, limit, or remedy the actual or threatened release of any radioactive or nuclear materials
- any looting or rioting following these incidents.



Power surge

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from power surge unless the surge or the loss or damage caused by the surge is covered under any of the following:

- 'Flood' (however, not if you have removed cover for insured event 'Flood') on page 39
- 'Storm' on page 40
- 'Storm surge' on page 41
- 'Fire (including bushfire)' on page 43
- 'Lightning' on page 42
- 'Impact' on page 48
- 'Motor burnout' additional cover on page 60.



Replacement of water

We don't cover the loss, storage, and replacement of water in any tank, container, pool, spa, and any other storage vessel unless specifically covered under insured event 'Fire (including bushfire)' on page 43.

Revolution, war

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from either of the following:

- revolution, hostilities, war or other acts of foreign enemy, war like activity (whether war is declared or not), military coup, hostile acts of sovereign or government state sponsored entities
- any looting or rioting following these incidents.

Roots of trees, shrubs, and plants

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from the roots of trees, shrubs, or plants. However, we'll cover damage to the building caused by:

- liquid escaping or overflowing from pipes or drains that are blocked or damaged by these roots to the extent the loss or damage is covered under insured event 'Escape of liquid' on page 46
- roots from a fallen tree to the extent the loss or damage is covered under insured event 'Impact' on page 48.

Rust or corrosion

Unless stated otherwise in the policy we don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from rust or corrosion.

Sanctions

We won't provide any cover, pay any claim, make any payment (including any refund), or provide any benefit under this policy, if doing so will contravene or violate any sanction, prohibition, restriction, proscription or prevention under any sanctions, laws or regulations, including but not limited to sanctions, laws or regulations of Australia, New Zealand, the European Union, the United Kingdom or the United States of America or those set out in any United Nations resolutions.

Seepage of water

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from water seeping or running in any of the following situations:

- through the earth (hydrostatic water seepage)
- down the sides of earth or earth fill that's up against the building
- down the sides or underneath swimming pools, spas, or underground tanks
- against or through retaining walls
- from agricultural or overflow pipes.

Squatters or trespassers

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from squatters or trespassers using or staying at the insured address.

Terrorism

We don't cover loss, damage, cost, expense, or legal liability of any nature, directly or indirectly caused by, resulting from, in connection with, or arising from either:

- any act of terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss
- any action taken in controlling, preventing, suppressing, retaliating against, responding to or in any way relating to any act of terrorism.

Tree lopping

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from trees being lopped, felled, or transplanted by you or someone authorised by you.

When other people are living in the building

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from tenants, paying guests, or boarders (this includes anyone residing under a short-term rental, holiday letting, or house sharing arrangement, including arrangements booked through an online booking platform) or someone who lives with them or a person who entered the building with their consent.

However, we'll cover you under 'Legal liability' only, for death or bodily injury to a domestic boarder or tenant who isn't within the definition of 'you' and who is not a tenant, paying guest, or boarder under a short-term rental, holiday letting, or house sharing arrangement.

Watercraft

We don't cover legal liability for or caused by, connected with, or arising from using or owning any watercraft unless it's a sailboard, surfboard, wave board, canoe, kayak, non-motorised surf ski, or remote controlled model watercraft.

Wear, tear, and deterioration

We don't cover loss or damage caused by, connected with, or arising from, or legal liability for or caused by, connected with, or arising from wear, tear, and deterioration of the building from either of the following:

- its ordinary use
- the ordinary effects of natural forces such as weather, action of light, atmospheric or climatic conditions, and rising damp.

Examples include, however, aren't limited to:

- tiles and their adhesive or grouting breaking down
- weathering of roof tiles or roof ridge capping
- weathering and breakdown of bricks, mortar, or concrete.

Your employees

We don't cover legal liability for or caused by, connected with, or arising from death or injury of your employees or damage to their property including while they're working for you at the insured address.

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What we cover – the details

4

What you're covered for

We cover loss or damage to your building at the insured address caused by an insured event in the period of insurance.

The insured events we cover are set out on pages 39 to 50.

If you have a building sum insured shown on your certificate of insurance

If the loss or damage is covered under your policy the most we'll pay for any one incident is the building sum insured unless we say otherwise in your policy.

If you have Complete Replacement Cover® shown on your certificate of insurance

If the loss or damage is covered under your policy the most we'll pay for any one incident is the assessed quote to repair or rebuild the building on a 'new for old' basis, unless we say otherwise in your policy.



Flood

We cover



Loss or damage caused by flood.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by flood if you have removed flood cover. Your certificate of insurance will show this limitation in your cover
 - loss or damage caused by actions or movements of the sea or storm surge
 - loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover damage to the building caused by a landslide or subsidence proved to have occurred within **72** hours of, and directly because of, flood and not caused by erosion, structural fault, or design fault
 - loss or damage to retaining walls, sea walls, revetments, garden borders, and free-standing outdoor walls
 - cracking to sealed paths, sealed roads, and sealed driveways. However, we'll cover them if they're washed away by the flood
 - loss or damage to a sporting surface or court including a tennis court, squash court, or multi-court surface
 - loss or damage to boat jetties, pontoons, mooring poles and their attachments and accessories, including if they're washed away by the flood
 - damage to external paintwork of the building, if that's the only building damage caused by the flood
 - loss or damage to gates or fences that a reasonable person in the circumstances would have considered were in an obvious state of disrepair before the loss or damage occurred.
-



Storm

We cover



Loss or damage caused by a storm.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by actions or movements of the sea or storm surge
- loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover loss or damage to the building caused by a landslide or subsidence proved to have occurred within **72** hours of, and directly because of, a storm and not caused by erosion, structural fault, or design fault
- loss or damage to retaining walls, sea walls, revetments, garden borders, and free-standing outdoor walls
- cracking to sealed paths, sealed roads, and sealed driveways. However, we'll cover them if they're washed away by the storm
- loss or damage to a sporting surface or court including a tennis court, squash court, or multi-court surface
- loss or damage to boat jetties, pontoons, mooring poles and their attachments and accessories, including if they're washed away by the storm
- damage to external paintwork of the building, if that's the only building damage caused by the storm
- loss or damage to gates or fences that a reasonable person in the circumstances would have considered were in an obvious state of disrepair before the loss or damage occurred.



A storm includes a cyclone. See section 10 'Terms and words with special meanings (definitions)' on page 97.



Storm surge

We cover



Loss or damage caused by storm surge that happens at the same time as other insured damage caused by storm.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by actions or movements of the sea
- loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover loss or damage to the building caused by a landslide or subsidence proved to have occurred within **72** hours of, and directly because of, a storm surge that happens at the same time as other insured damage caused by storm and not caused by erosion, structural fault, or design fault
- loss or damage to retaining walls, sea walls, revetments, garden borders, and free-standing outdoor walls
- cracking to sealed paths, sealed roads, and sealed driveways. However, we'll cover them if they're washed away by the storm surge
- loss or damage to a sporting surface or court including a tennis court, squash court, or multi-court surface
- loss or damage to boat jetties, pontoons, mooring poles and their attachments and accessories, including if they're washed away by the storm surge
- damage to external paintwork of the building, if that's the only building damage caused by the storm surge
- loss or damage to gates or fences that a reasonable person in the circumstances would have considered were in an obvious state of disrepair before the loss or damage occurred.



Actions or movements of the sea has a special meaning. It doesn't mean tsunami or storm surge. See section 10 'Terms and words with special meanings (definitions)' on page 97.



Lightning

We cover



Loss or damage caused by lightning (including power surge caused by lightning).

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- any claim where the Australian Government Bureau of Meteorology has no record of lightning in your area at the time of the loss or damage
 - loss or damage without written confirmation from a qualified repairer (for example, electronics repairer) saying lightning was the actual cause of the loss or damage
 - loss or damage caused by power failures or surges by your power provider.
-



Fire (including bushfire)

We cover



Loss or damage caused by either of the following:

- fire (including bushfire)
- heat, ash, soot, and smoke that's the direct result of a fire within **100** metres of the insured address.

Extra costs cover in the event of bushfire

If, during the period of insurance there's a bushfire in your area, we also cover the following costs even if there's no actual physical loss or damage to the building:

- the cost of replacing water in any tank, container, pool, spa and any other storage vessel where the water has:
 - been used to limit the spread of bushfire in your area
 - become contaminated due to the use of fire retardant at the insured address;
- the cost of cleaning fire retardant off the building.

If your claim is for these extra costs only, no excess applies. The most we'll pay under extra costs cover in the event of bushfire in your area is **\$1,000** for any one incident.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover loss or damage arising from any of the following:

- arcing, scorching, melting, or cigarette burns unless a fire spreads from the initial burn spot (for example, cigarette burns to carpet where no fire has spread)
- pollution or vapour from a home heater or a cooking appliance unless a fire spreads from the heater or cooking appliance
- gradual exposure to fire, heat, ash, soot, and smoke due to recurring incidents of fire or bushfire.



Earthquake and tsunami

We cover



Loss or damage caused by an earthquake or tsunami.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by actions or movements of the sea or storm surge
- loss or damage that occurs more than **72** hours after the earthquake or tsunami
- loss or damage caused by erosion, vibration, subsidence, landslide, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover damage to the building caused by a landslide or subsidence proved to have occurred within **72** hours of, and directly because of, an earthquake or tsunami and not caused by erosion, structural fault, or design fault.



Tsunami isn't an action or movement of the sea. See section 10 'Terms and words with special meanings (definitions)' on page 97.



Theft or burglary

We cover



Loss or damage caused by thieves or burglars.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover loss or damage caused by any of the following:

- you or someone who lives at the insured address
 - someone who entered the insured address with either:
 - your consent
 - the consent of someone who had your authority to allow them access to the insured address
 - someone entering your insured address without signs of forced entry from any of the following areas: common property, shared clothes line areas, storage areas, a car parking lot on or within the insured address, or garages (however, not from a fully enclosed car garage which is restricted for your use only).
-



Escape of liquid

We cover



Sudden and unexpected loss or damage

We cover sudden and unexpected loss or damage caused by liquid escaping from any of the following:

- a drain, sewage system, or fixed pipe (not forming part of a shower floor or base or shower cubicle wall, and not overflow drains or pipes)
- a water main, fire hydrant, or the main water supply pipe to the insured address
- fixed tanks
- swimming pools or spas
- a bath, sink, toilet, basin, or a tap spindle (not forming part of a shower floor or base or shower cubicle wall)
- fixed heating or cooling systems
- a refrigerator, freezer, dishwasher, or washing machine
- a waterbed or an aquarium.

Gradual loss or damage

We also cover loss or damage, caused by liquid escaping from the items above, that has occurred gradually when the loss or damage, that was occurring, wasn't easily visible to a reasonable person in the circumstances.

Exploratory costs and related repair work

If your claim for loss or damage is covered under this insured event, we'll cover the reasonable cost of locating, at the insured address, the source of the escape of liquid and to repair and restore the damage to the building caused by the exploratory work. If we don't accept your claim under this insured event, we may provide limited cover for exploratory costs under additional cover 'Exploratory costs where liquid escaping isn't covered under insured event 'Escape of liquid'', see page 64.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by any of the following:
 - flood, storm, or storm surge
 - erosion, vibration, subsidence, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover loss or damage caused by a landslide or subsidence you can prove happened within **72** hours of, and directly because of, liquid escaping and not because of erosion, structural fault, or design fault

Continued on next page.



Escape of liquid (cont'd)

We don't cover



- loss or damage caused by any of the following:
 - rust or corrosion unless the rust or corrosion wasn't easily visible to a reasonable person in the circumstances
 - liquid from a watering system, garden hose, agricultural pipes, or overflow drains or pipes
- loss or damage to, or caused by, liquid escaping from a shower floor or base, shower cubicle walls, shower glass screening or doors, open shower floor areas
- loss or damage to retaining walls
- costs if before we can inspect the damaged area of the building and find the cause, you do any of the following:
 - strip, remove, or dispose of materials or items without our consent. However, this doesn't apply if this was necessary for health and safety reasons, or it was done without your knowledge or against your instructions
 - carry out repairs or renovations. However, we'll cover temporary work required to make the damaged or destroyed building and insured address safe
- the cost of repairing or replacing the item from which the liquid escaped, for example, a cracked pipe or split water tank
- in relation to exploratory costs, if the source of the liquid escaping can be located without invasive work (for example, using a thermal camera) we won't pay any further exploratory work costs (or loss or damage related to any further exploratory work) after this point.



If a claim under 'Escape of liquid' is covered we'll also pay up to **\$750** extra to match or complement undamaged wall tiles in the same room, hallway, stairs, or passageway where the damage occurred. See page 82.



Impact

We cover



Loss or damage caused by impact (or by power surge caused by impact) at the insured address from any of the following:

- a falling tree or part of a falling tree including the roots. However, not when any of these are being carried in or by water or water is causing them to move (for example, a fallen tree being carried in a river)
- power poles
- TV antennas or satellite dishes, communication aerials, or masts
- drones
- watercraft, aircraft, motor vehicles, or trailers (however, not if any of these are stationary)
- an object falling from a motor vehicle or aircraft
- space debris or meteorites.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by flood or storm surge
- loss or damage to driveways, paths, paving, or underground services caused by a road vehicle, crane, or earthmoving equipment
- loss or damage to any portion of a fence that isn't owned by you (see page 79)
- loss or damage caused by trees being lopped, felled, or transplanted by you or someone authorised by you
- removing or lopping trees or branches that haven't damaged the building
- the removal of tree stumps or roots still in the ground.



Damage by an animal

We cover



Loss or damage caused by an animal when it either:

- becomes accidentally trapped inside the building
- is inside the building and you didn't know, or a reasonable person in the circumstances couldn't have known, it was there.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover loss or damage caused by any of the following:

- any animal owned by you or that you're responsible for
- any animal allowed onto the insured address by you or anyone living at the insured address
- insects, vermin, or rodents. However, we'll cover damage they cause if it's covered under 'Fire (including bushfire)' on page 43 or 'Escape of liquid' on page 46.



Explosion

We cover



Loss or damage caused by an explosion.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- the cost of repairing or replacing the item or container that exploded
- loss or damage caused by nuclear or biological devices
- loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage, or any other earth movement. However, we'll cover loss or damage to the building caused by a landslide or subsidence proved to have occurred within **72** hours of, and directly because of, an explosion and not caused by erosion, structural fault, or design fault.



Riot, civil commotion or public disturbance

We cover



Loss or damage to the building caused by riot, civil commotion, or public disturbance, for example, damage caused by a violent crowd moving down your street.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover loss or damage caused by any of the following:

- you or someone who lives at the insured address
- someone who entered the insured address with either:
 - your consent
 - the consent of someone who had your authority to allow them access to the insured address
- nuclear or biological devices.



Malicious acts and vandalism

We cover



Loss or damage to the building caused by malicious acts and vandalism. For example, vandals damaging your letterbox or painting graffiti on the building.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover loss or damage caused by either:

- you or someone who lives at the insured address
- someone who entered the insured address with either:
 - your consent
 - the consent of someone who had your authority to allow them access to the insured address.



Legal liability

We cover



We cover your legal liability to pay compensation for death of or bodily injury to other people (not you), or loss or damage to their property, resulting from an incident which happens during the period of insurance in connection with either:

- you owning or living in the building, and the incident and death, injury, loss or damage occurs wholly within the boundaries of the insured address
- a jetty or pontoon either:
 - located within the boundaries of the insured address
 - where part of its structure begins or terminates on the insured address or is on government owned land adjoining the insured address, and the jetty or pontoon is for your use.

If a claim is made against you for compensation for death or bodily injury to others or for damage to their property and your legal liability to pay compensation in respect to that claim is covered by your policy, we'll also pay all legal costs associated with defending that claim. We need to first agree to pay the legal costs before they're covered. If you incur legal costs before we first agree to pay them then in accordance with the Insurance Contracts Act 1984 (Cth) we may reduce our payment of those legal costs by an amount that fairly represents the extent to which our interests are prejudiced by you not seeking our agreement.

We don't cover



We don't cover anything in section 3 'General exclusions' on pages 23 to 36.

Limit



The most we'll pay for all claims from any one incident for legal liability covered by this policy is **\$20 million**, including all associated legal costs.

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Additional cover that comes
with your policy

5

When a claim for loss or damage to the building is covered, you may be entitled to the additional cover in this section. The limits shown are paid in addition to the building sum insured, unless stated otherwise.

Some covers can also be claimed on separately to a claim for loss or damage by an insured event. All the conditions of your policy and the section 3 'General exclusions' apply to the additional covers.

In some circumstances, we may make an additional cover available to you before your claim is confirmed as covered under your policy. This doesn't mean that your claim is accepted or will be paid.



Emergency repairs and other repair/rebuilding costs

We cover



Emergency repairs and make safe

When the building or parts of the building have been damaged in an incident, we'll cover the reasonable and necessary costs of any temporary work required to make the damaged or destroyed building and insured address safe from further immediate loss or damage. For example, placing safety fencing around the damaged parts of the building.

Other repair/rebuilding costs

If loss or damage to the building is covered under your policy, we'll cover the reasonable and necessary costs for any of the following:

- for the services of professionals, such as architects or surveyors, to repair or rebuild at the insured address
- to make the damaged building components covered under your policy comply with current home building regulations and laws. We only pay these costs if the building components complied with home building regulations and laws when they were built or when construction, repairs, renovations, or alterations were undertaken on those components
- demolishing and removing damaged parts of the building covered under your policy, but that aren't part of the scope of works, from the insured address
- removing debris, including fallen trees or branches, if the following both apply:
 - the debris has damaged the building and that damage is covered under your policy
 - removal of the debris is required in order to repair the building.

Continued on next page.



Emergency repairs and other repair/rebuilding costs (cont'd)

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover the cost of any of the following:

- removing tree stumps and roots still in the ground
- removing debris, including fallen trees or branches, or lopping trees or branches that haven't damaged the building
- upgrading undamaged parts, sections, or components of the building to comply with the current home building regulations and laws
- making the building (see page 31) comply with current home building regulations and laws if it wasn't compliant with the relevant home building regulations and laws when the building was originally built or when construction, repairs, renovations, or alterations were undertaken. For example, we won't pay to raise the building if renovations under the building didn't comply with height limits or requirements when the renovations took place
- making the building comply with current multi-residential building or fire safety regulations where either of the following apply:
 - they didn't exist when the building was originally built or when construction, repairs, renovations, or alterations were undertaken
 - the building wasn't correctly classified with your local council as a multi-residential building prior to the loss or damage occurring
- any professional fees (for example, architect's fees) related to a change in the design of the building (or to upgrade parts of it) that you choose to make.

Limit



The most we'll pay for any one incident is up to **15%** of the building sum insured, unless your certificate of insurance shows that you have the Complete Replacement Cover® option (see page 68), in which case we pay the reasonable and necessary costs.

If 'Emergency repairs and other repair/rebuilding costs' covered under this additional cover don't reach this limit under this additional cover, and the building sum insured isn't sufficient to cover the scope of works, we'll pay any amount remaining under the limit of this additional cover for that scope of works.



Lock replacement

We cover



You can make a claim under this cover independently of a claim for loss or damage caused by an insured event.

We'll cover the necessary costs you incur to replace or recode locks to the external doors or windows of the building at the insured address if the keys to those locks are stolen anywhere in Australia or New Zealand during the period of insurance.

If you make a claim under this additional cover no excess applies. We'll settle the claim by paying you by direct deposit. This means that we won't repair or replace or arrange for a service.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover the cost of replacement of the keys.

Limit



The most we'll pay for any one incident is **\$500**.



Temporary accommodation

We cover



When you are covered for loss or damage to the building to the extent that the building can't be lived in, we'll pay for your reasonable and necessary temporary accommodation costs while your building is being repaired or rebuilt so that it can be lived in again. We'll also pay for temporary accommodation for your domestic pets in a commercial boarding establishment for the same period that we pay for your temporary accommodation.

The most we'll pay is the reasonable and necessary costs for both:

- short term accommodation, up to **4** weeks, agreed to by us (for example, standard rates for a hotel, motel, or serviced apartment), then if reasonable and necessary
- residential accommodation of a similar standard to the building and in a similar location (for example, if the insured building is a **3**-bedroom building we'll aim to put you in a **3**-bedroom building in the same or similar location to your building).

We'll also cover some expenses related to temporary accommodation

When you are covered for temporary accommodation, we'll also pay the reasonable and necessary costs for any of the following:

- redirection of mail from the insured address for up to **52** weeks
- utility connection costs such as water, electricity, gas at the temporary accommodation residence
- relocating your contents to and from the temporary accommodation residence if you have contents cover with us. We also extend the cover under your contents policy for those contents while they're at the temporary accommodation residence (see your contents policy for full details, limits, and exclusions in relation to this cover for contents at the temporary accommodation)
- assistance with bond payment if required, however, any amount we pay in bond is recoverable from you by us. We may deduct this amount from any amount payable to you
- if applicable, break fees associated with early termination of the lease or other rental agreement at your temporary accommodation arising if you're able to return to the building in accordance with this additional cover before the term of the lease or rental agreement ends.



Temporary accommodation (cont'd)

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36 or other costs related to any business activity operated at the insured address. We also don't cover temporary accommodation costs for any of the following:

- if damage to the contents is the reason why you can't live at the building
- if you don't intend to repair or rebuild the building
- if before the loss or damage occurred, you had planned to demolish the building
- if you don't need to pay for temporary accommodation
- if the building wasn't your principal place of residence at the time of the loss or damage
- if you had not intended to be living at the building during the repair or rebuild period (had the building not been damaged)
- once the building can be lived in again
- if you unreasonably delay the commencement or duration of the repairs or rebuild
- any amounts you're able to recover for your temporary accommodation under another insurance policy you haven't entered into.

Continued on next page.



Temporary accommodation (cont'd)

Limit \$

The most we'll pay for any one incident is up to **10%** of the building sum insured, unless your certificate of insurance shows that you have Complete Replacement Cover® option (see page 68), in which case we pay the reasonable and necessary costs for up to **52** weeks.

Temporary accommodation costs during delays out of your control

If the limits under this additional cover have been reached, and all of the following from 1. to 4. apply, we'll pay for your reasonable and necessary temporary accommodation costs above the limits under this additional cover for the period of the delay(s):

1. your building still cannot be lived in due to loss or damage covered under your policy
2. we have engaged a builder to repair or rebuild the building and the builder we are paying directly is undertaking the repair or rebuild
3. the reason you are still in temporary accommodation provided for under this additional cover is due to delay(s) to the repair or rebuilding covered by your claim
4. the delay(s) is or was out of your control and you did not contribute to the delay(s) by your conduct.

Examples of delays are:

- delays due to trade or material shortages
- delays due to the local council approval process or government related grant applications beyond your control.

Delays do not include delays due to any pre-existing damage.

The most we'll pay for temporary accommodation costs due to the delay(s) is up to an extra **5%** of the building sum insured, unless your certificate of insurance shows that you have Complete Replacement Cover® option, in which case we'll pay these temporary accommodation costs for up to an extra **26** weeks.



Motor burnout

We cover



You can make a claim under this cover independently of a claim for loss or damage caused by an insured event.

We cover the burning out or fusing of any electric motors, that happens in the period of insurance, in household equipment or appliances which are part of the building and where the motor is less than **7** years old.

Cover includes the reasonable cost to repair or replace the following:

- the electric motor or compressor containing the motor
- an entire sealed unit, filter, dryer, and re-gassing if the electric motor is inside a sealed refrigeration or air conditioning unit
- a swimming pool water pump, combined with its electric motor, if the replacement pump motor can't be bought on its own. We'll engage a member of our supplier network to review your quote or inspect the motor (or do both) to determine if it can be repaired or replaced.

Repairing your motor

We'll engage a repairer within our repairer network who is able to complete the repairs to your motor to provide a quote. If the quoted cost to repair the electric motor or motor in an appliance is less than the cost of replacement, we'll authorise the repairs. If you don't accept the offer to repair, we'll pay you the quoted cost.

We'll replace your motor in some circumstances

If the quoted cost to repair the electric motor or motor in an appliance is more than the cost of replacement, the motor can't be repaired, or the motor isn't available (for example, it's obsolete or just unavailable at the time), you have the option for a replacement of an equivalent motor or motor in a sealed unit of the same specification and standard available at the time of the loss or damage.

If you don't accept the offer, you'll be paid the value of our replacement motor. This may be less than what it would cost you to arrange the replacement in the market as we're able to secure supplier discounts from within our supplier network.

Paying you

If you've already had the motor repaired or replaced when you lodge a claim, this means we're not able to repair or replace the motor or arrange for someone to do this and we'll pay you the reasonable cost of the repair or replacement of the motor. This also means the second dot point under the heading 'What you must not do' on page 74 doesn't apply to motor burnout.

Continued on next page.



Motor burnout (cont'd)

We cover



Replacing the whole appliance

If a member of our supplier network determines that the cost to repair or replace the motor is more than the cost to replace the whole appliance containing the motor, you have the option for a replacement of the whole appliance of the same specification and standard available at the time of the loss and damage, sourced through our supplier network. If you don't accept the offer, you'll be paid our suppliers quoted cost to replace the item through our supplier network.

This may be less than what it would cost you to arrange the replacement in the market as we're able to secure supplier discounts from within our supplier network.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- loss or damage caused by flood if you have removed cover for insured event 'Flood'
- the cost of extracting or reinstalling a submersible pump
- any amount you can recover under a manufacturer's guarantee or warranty
- loss or damage to motors forming part of equipment or appliances used in conjunction with your trade, business activity, or occupation
- loss or damage to a refrigerator or freezer caused by spoiled food.

Limit



Any claim covered under this additional cover will be settled in addition to the building sum insured (where relevant).



Accidental breakage of glass

We cover



You can make a claim under this cover independently of a claim for loss or damage caused by an insured event.

We cover the accidental breakage, that happens during the period of insurance, of the following glass or ceramic items:

- fixed glass in windows, doors, skylights, mirrors fixed to the building, and other fixed glass (including glass tint if fitted)
- glass in a fixed light fitting in the building
- any glass in a fixed cooking or heating appliance
- any glass in a cook top or cooking surface
- sinks, basins, baths or shower-bath combinations, cisterns, and toilets.

When we pay for the whole appliance, top, or surface

If we can't replace the glass in a cooking or heating appliance or the whole cook top or cooking surface because it isn't available (for example, it's obsolete or just unavailable at the time), then we'll pay you as a cash settlement to replace the whole appliance, top, or surface.

We'll cover frames if necessary to replace glass

We'll also cover the frame of any window, door, or shower screen, however, only if this is necessary to enable the glass to be replaced.

Excess-free Glass cover

You may not have to pay an excess for a claim if you've selected the optional cover 'Excess-free Glass cover' and this is shown on your certificate of insurance. This depends on what item has been damaged. See page 71 for details.

Continued on next page.



Accidental breakage of glass (cont'd)

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover any of the following:

- glass in a glasshouse, greenhouse, or conservatory
- ceramic tiles
- shower bases (tiled or otherwise)
- the cost to modify any part of the building to fit any replacement cooking or heating appliance if the dimensions differ
- the cost to remove broken glass from carpets or other parts of the building or contents
- any loss or damage if the breakage doesn't extend through the entire thickness of the damaged item (for example, chips or scratches)
- any loss or damage caused by the broken ceramic or glass item including scratches, dents, cracks, or chips caused to another item or the building (for example, scratches to floorboards or cracked tiles)
- loss or damage that's covered under an insured event listed on pages 39 to 50, as you can make a claim for loss or damage under the applicable insured event.

Limit



The most we'll pay are your reasonable and necessary costs. This limit is paid within the building sum insured (where relevant).



Exploratory costs where liquid escaping isn't covered under insured event 'Escape of liquid'

We cover



You can make a claim under this cover independently of a claim for loss or damage caused by an insured event.

We'll cover exploratory costs for the following:

- locating the source of liquid escaping at the insured address
- repairing and restoring the damage to the building caused by the exploratory work if the escape of liquid first happens during the period of insurance.

If you make a claim under this additional cover, no excess applies.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover either of the following:

- loss or damage caused by flood if you have removed cover for insured event 'Flood'
- if the source of the liquid escaping can be located without invasive work (for example, using a thermal camera), we won't pay any further exploratory work costs, or loss or damage related to any further exploratory work after this point.

Limit

The most we'll pay are the reasonable and necessary exploratory costs for each incident.



Damage from physical injury or incident

We cover



You can make a claim under this cover independently of a claim for loss or damage caused by an insured event.

We cover damage to and/or soiling of the building at the insured address during the period of insurance caused by:

- physical assaults or death
- forensic or police investigations associated with the above.

Also included are the resultant costs of:

- specialist forensic and other cleaning services
- removal of bio-hazard materials.

We don't cover



We don't cover anything in section 3 'General exclusions' see pages 23 to 36. We also don't cover odour removal.

Limit

The most we'll pay for any one incident is **\$15,000**.

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Optional cover you can pay extra for

6

If an optional cover applies to your policy, it will be shown on your certificate of insurance. All of the conditions of your policy apply to the optional covers. When you take out cover, we tell you your premium, which includes the cost of any optional covers you have chosen.

Complete Replacement Cover®

You may be able to insure the building under our Complete Replacement Cover® option, instead of on a building sum insured basis.

This option can only be added or removed when you purchase or renew your policy or change the insured address on your existing policy. If you would like this option, please ask us. We may ask you to supply additional details about the building. Your answers to our questions will be shown on your certificate of insurance and we'll rely on your answers as the basis of our assessment of the cover we'll provide.

This optional cover means the most we'll pay for loss or damage to the building from any one incident is the assessed quote to either repair or rebuild the building on a 'new for old' basis. You won't have a building sum insured.

Complete Replacement Cover® Limit

The most we'll pay for loss or damage to the building for any one incident is the assessed quote to either repair or rebuild the building on a 'new for old' basis, unless we say otherwise in your policy.



Accidental damage at home

We cover



We cover the building for accidental loss or damage (for example, breaking or damaging a component of the building) at the insured address during the period of insurance.

Accidental loss or damage doesn't include loss or damage that's caused by any of the insured events.

We don't cover



We don't cover anything in section 3 'General exclusions' on pages 23 to 36. We also don't cover any of the following:

- loss or damage:
 - that's covered under an insured event listed on pages 39 to 50, as you can make a claim for loss or damage under the applicable insured event
 - that's covered under an additional cover listed on pages 54 to 65
 - that's occurred gradually, except to the extent it's covered under insured event 'Escape of liquid' see page 46
 - if you're unable to establish the accidental loss or damage took place at a certain time and date
- loss or damage to any of the following:
 - retaining walls, sea walls, revetments, garden borders, and free-standing outdoor walls
 - shower bases (tiled or otherwise), including loss or damage from liquid escaping
 - sporting surfaces or court including a tennis court, squash court, or multi-court surface
 - boat jetties, pontoons, mooring poles and their attachments and accessories
 - swimming pool liners or covers
 - gates or fences that would be considered by a reasonable person to be in an obvious state of disrepair before the loss or damage occurred
 - the building caused by earthworks or construction undertaken by a neighbour
 - driveways, paths, paving, or underground services caused by road vehicles, cranes, or earthmoving equipment

Continued on next page.



Accidental damage at home (cont'd)

We don't cover



- loss or damage arising from:
 - scorching or burning by cigars, cigarettes, or pipes
 - pollution or vapour from a home heater or cooking appliance
 - insects, vermin, or rodents
 - failure or shutdown of the electricity supply from any cause or spoilage of food resulting from this
 - liquid escaping from agricultural pipes or overflow pipes
 - animals or birds pecking, biting, clawing, scratching, tearing, or chewing the building, or damage caused by their urine or excrement
 - building, renovating, or altering the building (except for spilling paint)
- loss or damage caused by:
 - flood if you have removed cover for insured event 'Flood'
 - wear, tear, deterioration, rust, fading, rising damp, mould, mildew, corrosion, and rot
 - physical assaults or death
 - tenants, paying guests, or boarders
- the cost:
 - to modify any part of the building to fit replacement cooking or heating appliances if the dimensions differ
 - of repairing or replacing tanks or containers that burst or leak, such as a hot water tank bursting or leaking
- cracking of sealed paths, sealed driveways, and sealed roads
- wear, tear, and deterioration.

Limit



The most we'll pay for any one incident is the building sum insured, unless your certificate of insurance shows that you have Complete Replacement Cover® option in which case we'll pay up to the limit that applies to that option.



If a claim is covered under this optional cover, you may be entitled to the additional covers shown on pages 54 to 65.



Excess-free Glass cover

We cover



We'll cover the cost to replace glass without you having to pay an excess when your claim is only for accidental breakage of any of the following:

- fixed glass in windows, doors, skylights, or shower screens
- mirrors fixed to the building
- other fixed glass (including glass tint if fitted).

We'll cover frames if necessary to replace glass

If it is necessary to enable the glass to be replaced, we'll also cover the cost to repair or replace the frame of any window, door, or shower screen.

We don't cover



We don't cover anything in section 3 'General exclusions' on pages 23 to 36. We also don't cover any of the following:

- sinks, basins, baths or shower-bath combinations, cisterns, and toilets
- any glass that forms part of any of the following:
 - fixed cooking or heating appliance
 - cook top or cooking surface
 - fixed light fitting in the building
 - solar panel
- any loss or damage caused by the broken item including the cost of cleaning
- any accidental breakage of glass in or of a contents item
- glass in a glasshouse, greenhouse, or conservatory
- ceramic tiles
- shower bases (tiled or otherwise)
- the cost to remove broken glass from carpets or other parts of the building
- any loss or damage if the breakage doesn't extend through the entire thickness of the damaged item (for example, chips or scratches).

Limit



Reasonable and necessary costs.



Note: Under the 'Accidental breakage of glass' additional cover, there may be cover for some items that aren't covered under this option.



AAMI Home Assist

AAMI Home Assist is an emergency assistance service that provides you with selected trade services in the event of a home emergency. It isn't a general maintenance or preventative service (for example, it doesn't cover painting, replacing light bulbs or tap washers) or a disaster response service.

AAMI Home Assist is provided in accordance with the AAMI Home Assist Terms and Conditions (AAMI HA Terms). Please read the AAMI HA Terms for the terms, conditions, limitations, and exclusions that apply to this optional cover. The AAMI HA Terms are available at www.aami.com.au and are provided to you on purchase of the cover (unless already provided). Please call us to request a free copy.

After purchase, a waiting period applies which is set out in the AAMI HA Terms.

What is a home emergency?

A home emergency is a sudden and unforeseen incident that occurs to your home (however, not your contents) that requires the urgent attention of one of the following:

- Plumber
- Electrician
- Locksmith
- Carpenter.

A maximum call-out period applies in addition to a limit on parts and materials.

Please read the AAMI HA Terms for the terms, conditions, limits, and exclusions.

Maximum benefits

The AAMI HA Terms explain the maximum number of Emergency Call-outs, the maximum Emergency Call-out period, and other limits (such as excluded parts and materials) that apply if this optional cover is purchased. AAMI Home Assist only covers home emergencies within the boundaries of the insured address.

Cancellation

This option can't be removed from the policy during the period of insurance unless you move to an area where AAMI Home Assist is unavailable.

Making a claim for Home Assist

The wording in section 7 'Making a claim' on pages 73 to 88 of the PDS doesn't apply to the AAMI Home Assist option. Please refer to the AAMI HA Terms for how to claim.

No excess applies for a claim on AAMI Home Assist.

Making a claim

7

Making a claim

What you must do

You must do the following:

- make your claim within a reasonable period of time of the loss or damage occurring
- allow us to inspect the damaged building
- allow us to arrange for experts to assess the damaged building and to quote on repair or replacement
- arrange for all contents to be moved and stored to facilitate repairs to the building. Note: if you have contents cover with us, some storage of undamaged contents cover may be available under your AAMI Home Contents policy
- provide us with a quote(s) for repair or replacement if we ask you to
- provide us with any inspection report you might have obtained prior to purchasing the building
- when requested, provide us with proof of loss, ownership, and value
- provide us with information, co-operation, and assistance in relation to the claim (including attending interviews or giving evidence in court if required)
- allow us, or a person nominated by us, to recover, salvage, or take possession of parts of the building when we replace or pay you the full sum insured or the total cost to repair or rebuild the building. When we ask, you must send any items to us, or cooperate in our collection or retrieval of such items.

What you must not do

You must not do any of the following:

- dispose, or instruct someone to dispose, of any damaged parts or items of the building without our consent unless either:
 - it's necessary for health and safety reasons
 - you can show it was done without your knowledge or against your instructions
- carry out or authorise repairs without our consent unless you can't contact us and need to make emergency repairs to protect the building or it's necessary for health and safety reasons
- wash, clean, or remove debris from any area damaged by fire without our consent unless you need to do this to prevent further loss or it's necessary for health and safety reasons
- admit liability or responsibility to anyone else unless we agree
- negotiate, pay, or settle a claim with anyone else unless we agree
- accept payment from someone who admits fault for loss or damage to the building. Refer them to us instead.

Legal liability claims

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

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

If you make a legal liability claim under your policy we can decide to defend you, settle any claim against you, or represent you at an inquest, official inquiry, or court proceedings. If we decide to defend you, settle any claim against you, or represent you, then you must give us all the help we need, including after your claim has been settled.

If you don't comply

If you don't comply with 'What you must do' and 'What you must not do' or what you must do under 'Legal liability claims' we can do either or both of the following:

- reduce or refuse to pay your claim (see page 12)
- cancel your policy in accordance with the Insurance Contracts Act 1984 (Cth).

If you unreasonably delay reporting your claim, we won't pay for any additional loss, damage, or liability caused by your delay.

If we decline a claim or don't pay your claim in full

We'll provide reasons for our decision to decline the claim or not pay it in full. We'll send you written confirmation of our decision.

How to establish your loss

Establish an incident took place

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

We may obtain either of the following from the police:

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

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

Describe your loss or damage

You must give us accurate and full details of what was lost, stolen, or damaged.

Proving loss, ownership, and value

You must give us proof of loss, ownership, and value of the items claimed when we request it.

Allowing us, a repairer, or an expert appointed by us, to look at what is damaged is usually all that's needed to prove your loss. Sometimes we might ask you to produce a copy of the most recent plans and drawings for the building, photographs of the building, or other proof that supports the extent of the loss you've suffered.

For lost, damaged, or stolen items that are no longer available for inspection (for example, because they were stolen or destroyed in a fire) you must validate your claim by giving us details of when and where they were purchased, and reasonable proof of your ownership and value.

The type of proof we might ask for includes the following:

- proof of purchase (for example, a sales receipt that has the item description or code, a purchase price, date purchased, and where the item was purchased)
- proof of inheritance
- a valuation from a qualified professional valuer
- original operating manual, manufacturer's box
- certificate of authenticity
- close-up photograph
- a full description of the item (for example, brand, model).

We won't accept a statutory declaration as proof of your ownership and value if that's the only proof you have.

How we settle building claims

We'll aim to use a member of our supplier network to repair or rebuild the damage to the building. This isn't always possible, for example, if there is pre-existing damage. This will determine how the building claim will be settled. If we settle your claim by paying you, we'll pay you by direct deposit.

When a member from our supplier network can complete the repair or rebuild

When your claim for loss or damage to the building is covered, we'll engage a builder from our supplier network to prepare a scope of works and provide a quote on the cost to replace any damaged component or part of the building or to repair or rebuild the building on a 'new for old' basis.

Once the scope of works and quote is provided to us, we'll arrange for it to be assessed. This will involve reviewing the quote to make sure that the quote is appropriate and reasonable for the scope of works. This includes a consideration of the appropriateness of materials, repair method (including the required earthworks to support the repair method), labour and material costs, and overall cost effectiveness.

If your policy has a building sum insured

If the amount of our builder's assessed quote to repair or rebuild the building on a 'new for old' basis is less than the building sum insured we'll offer you the choice to have the building repaired or rebuilt (based on the recommendation of our builder).

If the amount of our builder's assessed quote to repair or rebuild is more than the building sum insured, the damage won't be repaired or rebuilt.



If you accept the offer



If you choose to not accept the offer



You'll be paid the building sum insured.



The builder we engage will be authorised to complete the repair or rebuild on a 'new for old' basis.



You'll be paid the amount of our builder's assessed quote to repair or rebuild on a 'new for old' basis.

Note: this amount to repair or rebuild may be less than what it would cost you to arrange the repairs or rebuild with your own builder. We're able to secure supplier discounts from within our supplier network.

When a member of our supplier network is unable to complete the repair or rebuild and you have a building sum insured

When your claim for loss or damage to the building is covered and a member of our supplier network is unable to complete the repair or rebuild, we'll ask you to engage a builder to provide a scope of works and provide a quote on the cost to repair or rebuild the building on a 'new for old' basis.

Once the scope of works and quote is provided to us, we'll arrange for it to be assessed. This will involve reviewing the quote to determine it's appropriate and reasonable for the scope of works. This includes a consideration of the appropriateness of materials, repair method (including the required earthworks to support the repair method), labour and material costs, and overall cost effectiveness.

If your builder's assessed quote is appropriate and reasonable for the scope of works, we'll then pay you the amount of your builder's assessed quote. If it isn't, the quote may be adjusted. This may include, adjusting the scope of works or the quote. We'll then pay you the adjusted amount of the quote.

When you have a building sum insured and we settle your building claim

We won't do any of the following:

- pay more than the relevant sum insured or policy limit
- pay extra because you paid more for an item when it was originally purchased
- pay extra to repair or rebuild the building to a better standard, specification, or quality than it was before the loss or damage occurred except as stated in 'New for old' (see page 79) or unless stated otherwise in your policy
- fix inherent defects, structural defect, structural fault and/or faulty/poor workmanship that aren't covered by your policy (see section 3 'General exclusions' on page 28)
- fix or pay to fix pre-existing damage (unless your policy provides otherwise).

If your policy has Optional Complete Replacement Cover®

We offer you the choice to have the building repaired or rebuilt (based on the recommendation of our builder).



If you accept the offer



The builder we engage will complete the repair or rebuild on a 'new for old' basis.



If you choose not to accept the offer



You'll be paid the amount of our builder's assessed quote to repair or rebuild on a 'new for old' basis. **Note:** this amount to repair or rebuild may be less than what it would cost you to arrange the repairs or rebuild with your own builder. We are able to secure supplier discounts from within our supplier network.

When a member of our supplier network is unable to complete the repair or rebuild and you have Complete Replacement Cover®

When your claim for loss or damage to the building is covered and a member of our supplier network is unable to complete the repair or rebuild, we'll ask you to engage a builder to provide a scope of works and provide a quote on the cost to repair or rebuild the building on a 'new for old' basis.

Once the scope of works and quote is provided to us, we'll arrange for it to be assessed. This will involve reviewing the quote to determine it's appropriate and reasonable for the scope of works. This includes a consideration of the appropriateness of materials, repair method (including the required earthworks to support the repair method), labour and material costs, and overall cost effectiveness.

If your builder's assessed quote is appropriate and reasonable for the scope of works, we'll then pay you the amount of your builder's assessed quote. If it isn't, the quote may be adjusted.

This may include, adjusting the scope of works or the quote. We'll then pay you the adjusted amount of the quote.

When you have Complete Replacement Cover® and we settle the building claim

We won't do any of the following:

- pay extra because you paid more for an item when it was originally purchased
- pay extra to repair or rebuild the building to a better standard, specification, or quality than it was before the loss or damage occurred except as stated in the meaning of 'new for old' (see below) or unless stated otherwise in your policy
- fix inherent defects, structural defect, structural fault and/or faulty/poor workmanship that aren't covered by your policy (see section 3 'General exclusions' on page 28)
- fix or pay to fix pre-existing damage (unless your policy provides otherwise).

'New for old'

'New for old' means all the following:

- rebuild or repair with new items or new materials that are reasonably or readily available at the time of rebuild or repair from Australian suppliers
- rebuild or repair regardless of age, with no allowance for depreciation
- rebuild or repair to the same type, standard and specification (however, not brand) as when new. If the same isn't reasonably available from an Australian supplier, we'll rebuild or repair with items or materials of a similar type, standard and specification as when new. We can rebuild or repair with items that are a different brand.

'New for old' doesn't mean either of the following:

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

Obsolete electrical appliances

For obsolete electrical appliances that are part of the building, 'new for old' means replacing or repairing that item to an equal specification (however, not brand). If this isn't available, it means to the nearest better specification available. It can be a different brand. We don't repair or replace, or pay you for, electrical or electronic items that were no longer able to be used for the purpose they were intended prior to the incident covered by your policy.

Shared fences

If we pay a claim for loss or damage to shared fences, we'll only settle the claim by paying you the amount of your repairer's/supplier's assessed quote to repair or replace them on a 'new for old' basis. This means that we won't repair or replace or arrange for a service. A shared fence is one that is on a boundary line between two properties and ownership is shared equally by the owners. We'll only pay you for your proportion of the ownership of a shared fence.

When we authorise the repair or rebuilding of the building

We may enter into any building contract with the selected repairer and/or supplier on your behalf. We'll oversee the repairs and keep you informed of their progress.

Repairing or rebuilding damaged parts

Only parts that are damaged (where this damage is covered by your policy) will be repaired or rebuilt. Apart from the limited circumstances where undamaged parts will be repaired or rebuilt (see 'When we'll pay extra in relation to undamaged parts' on page 81) this policy doesn't cover you to replace undamaged parts, such as when:

- **one garage door is damaged**
only the damaged door will be repaired or replaced, not other doors.
- **roof tiles are damaged**
only the damaged tiles will be repaired or replaced, not the undamaged tiles, even if the undamaged tiles are faded or have a different profile and don't match to the new ones used for repairs.
- **roof sheeting is damaged**
only the damaged roof sheeting will be repaired or replaced, not the undamaged roof sheeting, even if the closest match available is a different shade, colour, finish, material, or profile to the undamaged roof sheeting.
- **an external wall is damaged**
only the damaged parts of the wall will be repaired or replaced, not undamaged areas of the wall or other sides of the building.

When we can't match materials to undamaged parts

If we can't find new materials to match undamaged parts, then under 'New for old' we'll offer to repair or rebuild using new materials of a similar type, standard, and specification to the damaged parts of the building when new and that are reasonably commercially available in Australia and compliant with current home building regulations. It may not be the same brand, line, or product.



If you're not satisfied with the materials we find, you have two further options before we commence the repair or rebuild:



You can pay the extra cost of replacing the undamaged part to achieve a uniform appearance with the materials we've found. See also 'When we'll pay extra in relation to undamaged parts' (below) as there are some limited circumstances where we'll pay extra to repair or rebuild undamaged parts.



We can pay you our builder's assessed quote for repairing or rebuilding using materials that are the closest match available that has been quoted by one of our suppliers based on the materials we've found.

This assessed quote may be less than what it will cost you to arrange the repairs or rebuild within the building market. We're able to secure supplier discounts from our supplier network.

When we'll pay extra in relation to undamaged parts

If we can't match the materials with the undamaged parts, we'll pay extra to rebuild or repair undamaged parts to achieve a uniform appearance in the following limited circumstances:

- **wall tiles are damaged**
we'll pay to replace undamaged wall tiles in the same room, stairs, hallway, or passageway* so they match or complement new tiles used for repairs.
- **other wall coverings are damaged**
(for example, paint, wallpaper, and wood panels, however, not tiles) we'll pay extra to paint, wallpaper, or replace undamaged wall coverings in the same room, stairs, hallway, or passageway* where the damage occurred.
- **floor coverings are damaged (including tiles)**
we'll pay extra so that continuously joined undamaged floor coverings of the same material in the same room, stairs, hallway, or passageway* where the damage occurred will have a uniform appearance. This doesn't mean that we'll always replace the undamaged floor coverings. Sometimes a repair (for example, sanding or other floor treatment) may be possible to achieve a uniform appearance.
- **kitchen cabinets, cupboards, or benchtops are damaged**
we'll pay extra to replace undamaged parts of the same cabinet, cupboard, or benchtop so that they match the repaired parts.

*See pages 83 to 84 for 'What we mean by same room, stairs, hallway, or passageway'.



Same cabinet, cupboard, or benchtop means all the following:

- those parts continuously joined to the damaged parts (this is one 'section')
- made out of the same materials
- on the same level.

See the case study below for a visual explanation.

The same cabinet, cupboard, or benchtop doesn't include a separate kitchen island, however, it does include a cabinetry tower (for example, a pantry) (including any upper or lower cabinets joined to the cabinetry tower) if they are continuously joined to the damaged part and made out of the same materials. For the avoidance of doubt, we consider cabinetry that connects to a cabinetry tower in this manner is on the same level and is the same cabinet and cupboard.



Sometimes replacing the benchtop, door fronts, or drawers in the undamaged area is all that's necessary to create a uniform appearance.



In relation to a claim under insured event 'Escape of liquid' page 46, the most we'll pay under 'When we'll pay extra in relation to undamaged parts' for wall tiles is **\$750**.

Kitchen case study

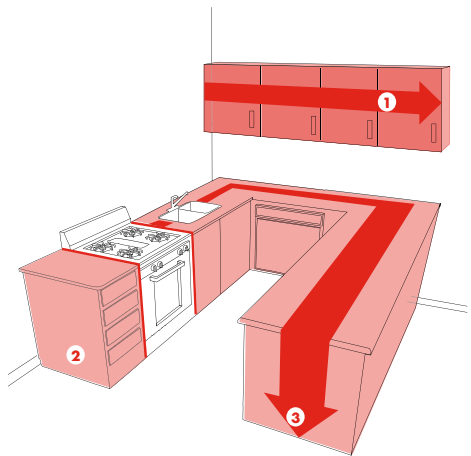
The extent of repairs carried out to match undamaged areas in a kitchen.

To match undamaged areas to the damaged parts, they must be all the following:

- continuously joined
- on the same level
- made of the same material.

In this kitchen case study Areas 1, 2 and 3 will be treated as separate sections. The oven breaks up the bottom level into two sections (for example, if only section 2 is damaged, we won't pay to replace sections 1 and 3).

If this kitchen case study included an undamaged kitchen island that was entirely separate to all other cabinetry shown, it would also be considered separate sections.



What we mean by same room, stairs, hallway, or passageway

Same room

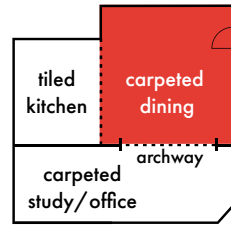
A room is an area starting and finishing at any of the following:

- its nearest walls
- nearest doorway, archway, or similar opening of any width
- a change in the floor covering.

A room isn't the same room if there's a change in floor elevation in the room flooring.

A hallway next to a room isn't the same room, even if it has the same continuously joined floor covering.

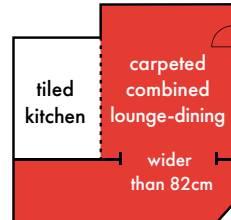
Any archway or similar opening separates a room unless it's a combined lounge-dining room.



Combined lounge-dining room

We'll only combine rooms with a shared doorway, archway, or similar opening when all the following apply:

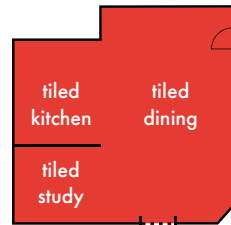
- they're lounge and dining rooms
- the elevation in the flooring is the same in both rooms
- the shared doorway, archway, or similar opening is wider than **82cm**
- the floor or wall covering is the same in both rooms.



Open plan areas

When there is no wall, archway, doorway, or similar opening, the room continues until any of the following:

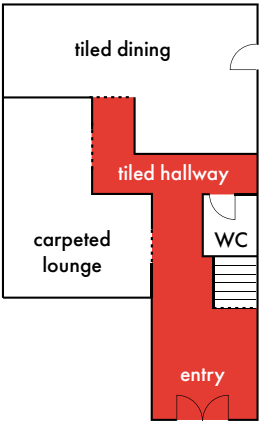
- a change in the floor or wall covering
- there's a change in elevation in the floor
- the start of a hall or passageway
- the nearest wall, doorway, archway, or similar opening.



Same passageway or hallway

A passageway or hallway has the same meaning as a room. We won't combine a hallway and a room.

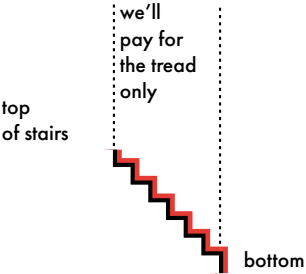
A passageway or hallway isn't the same passageway or hallway, if there's a change in elevation in the passageway or hallway flooring.






Same stairs

Side view of stairs

The same stairs is the top of the treads only on the stairs and not the room (or the landing) at the top of the stairs.



Legend

-  Shaded areas show the area that we consider the same room, stairs, hallway, or passageway.
-  Solid lines represent floor to ceiling walls.
-  Dotted lines show boundaries of a room or area where there's no physical barrier present (for example, no wall or door).

How we deal with defects, faults, and poor workmanship

There are different ways we manage inherent defects, faults, and poor workmanship during the repair or rebuilding process:

- if the building has an inherent defect, fault, or poor workmanship (see section 3 'General exclusions', on page 28), it isn't covered and we won't pay to fix it. This is the case whether you knew about the inherent defect or fault (or not). For example, we wouldn't fix structural posts, beams, or load bearing walls that have been removed without taking into account structural engineering requirements.

- if an inherent defect or fault (or poor workmanship) causes or contributes to loss or damage to the building, that resultant damage isn't covered, however, only if you knew about the inherent defect or fault or should have reasonably known about it (see 'General exclusions', on page 28). For example, your roof has a fault (and you knew about the fault because you have been told about it by a tradesperson) and this allows rain to enter during a storm, we won't pay to fix that resultant water damage.
- if a member of our supplier network is unable to complete the repairs or rebuild damage covered by your policy (for example, because an inherent defect, fault, or poor workmanship in any building component won't support the repairs) we'll pay in accordance with 'How we settle building claims', on page 76 as if the building component didn't have the inherent defect, fault, or poor workmanship. This is the case whether you knew about the inherent defect, fault, or poor workmanship (or not). For example, a defective load bearing wall won't support the repairs needed to the ceiling. We pay you the cost to repair the damage to the ceiling as if the building didn't have the defective load bearing wall.

How we deal with the presence of asbestos

We don't cover the cost to remove asbestos or its derivatives from the insured address unless the cost is incurred to repair or rebuild loss or damage to the building covered under your policy. However, only to the extent removal is necessary to repair the insured building damage or for demolition if the building is required to be rebuilt.

Changes to the building

If you want to change the design of the building

When repairing or rebuilding the building, if we agree, you can change the design of the building or upgrade parts of it, provided you pay all extra costs of doing this including all costs related to the construction and all professional fees (for example, architects' fees). If you want to downsize the building for less cost than you're entitled to claim, we won't pay more than the assessed quote provided from a member of our supplier network to rebuild the downsized building. For example, if your three bedroom building is damaged in a storm and has to be rebuilt, and you choose to downsize to a smaller two bedroom building, the most we'll pay is the assessed quote from our builder to rebuild the smaller two bedroom building.

Choosing to rebuild on another site

If the building is to be rebuilt following an incident covered by your policy, you can choose to have the building rebuilt on another site provided you pay any extra costs involved.

Deductions from your claim

If we pay the full sum insured to you or pay you the total cost to rebuild the building (when you have the Complete Replacement Cover® option), we'll deduct the following where applicable, from the amount we pay you for any of the following:

- unpaid excesses
- unpaid premium including any unpaid or remaining instalments for the unexpired period of insurance (if any)
- input tax credit entitlement, see page 91.

After we pay your claim

Guarantee on work we authorise

We guarantee the quality of the workmanship for all authorised repairs if we have selected and directly authorised a supplier.

Potential impact on cover and premiums

If we only pay part of the sum insured to you (or only part of the total cost to repair or rebuild the building if you have the Complete Replacement Cover® option), your policy continues for the period of insurance.

If we pay the full sum insured to you or pay you the total cost to rebuild the building (when you have the Complete Replacement Cover® option), all cover under the building policy stops on the day we pay your claim or otherwise finalise your claim.

There is no refund of premium.

Salvaged building items

If we replace or pay you the full sum insured for an item or the total cost to repair or rebuild the building (when you have the Complete Replacement Cover® option), we then own the damaged or recovered item. We'll need you to make the damaged or recovered item available to us.

Our right to recover from those responsible

We can take legal action in your name to recover your loss

We have the right (and your permission) to take action or start legal proceedings to recover your loss from any person or entity who is or would be liable to you for that loss. We can do this if both of the following apply:

- you've suffered loss or damage or incurred a legal liability as a result of an incident covered by this policy
- you've made a claim with us for that incident.

'Your loss' means your insured, underinsured, or uninsured loss or damage or legal liability, costs, payments made, and expenses in relation to the incident.

When we take action or start legal proceedings

Any action or legal proceeding we take will be commenced either in your name, or in the name of any other person or entity that suffered your loss. We'll have full discretion over the conduct and any settlement of the recovery action.

We can take over and continue legal action you've already started

We also have the right (and your permission) to take over and continue any action or legal proceedings you've already started against any person or entity who is or would be liable to you for your loss, if you make a claim with us for your loss. We can exclude your loss from a class or representative action.

If your loss is part of any class or representative action that hasn't been started under our instructions, we also have the right (and your permission) to exclude your loss from that class or representative action.

We'll do this so we can instead include your loss in any separate legal proceedings which are or will be started under our instructions.

You must help us recover your loss however you reasonably can

You must provide us with all reasonable assistance, co-operation, and information to help us recover your loss.

This may include any of the following:

- providing a more detailed version of events, and possibly completing a diagram, statement, or affidavit
- providing us with any documents we need to prove your loss
- providing copies of any available photographs or footage of the incident
- lodging a police report or obtaining relevant documents (for example, applying for records from the police, fire and rescue, councils, and other entities (when we can't request them ourselves))
- attending court or meetings with our legal and other experts (only if required)
- providing evidence and documents relevant to your claim and signing such documents, including signed statements and affidavits we reasonably request.

We'll pay the cost of filing the police report and relevant searches to locate the third party.

We'll also cover costs you incur to attend court up to **\$250** in total per claim.

You must not agree or admit to anything that can limit your and our rights to recover your loss

You must not enter into any agreement, make any admissions or take any action or steps that have the effect of limiting or excluding your rights and our rights to recover your loss, including opting out of any class or representative action, unless we have given you our prior written agreement. If you do, we may not cover you under this policy for your loss.

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Important things to know – our
contract with you

8

About your premium

The amount you pay for this insurance is called the premium. Your premium includes any applicable GST, stamp duty, other government charges and any levies that apply.

The premium will be shown on your certificate of insurance as the 'Total Amount Payable' or, if you pay by monthly instalments, as the 'Instalment amount'.

The amount of the premium reflects our assessment of the likelihood of you making a claim and our costs of doing business. We use many factors about you and the building to calculate the premium.



Refer to the Home Building Insurance Additional Information Guide for more information.

You must pay your premium to be covered

You must pay the premium by the due date to get this insurance cover. We'll tell you how much to pay and when payment is due on your certificate of insurance.

If we agree, you can pay the premium by instalments, however, it costs less to pay annually.

If you ask to pay the premium by debiting your account or card, we'll automatically continue doing so on renewal so that your policy can renew. You can contact us to stop this.

If you make changes to your policy details, it may affect the premium you need to pay for the remaining period of insurance.

Late annual renewal payments

If you don't pay the premium due on renewal by the due date, you have no cover from the due date.

Late monthly instalments

If you pay your premium by monthly instalments and a monthly instalment is overdue, we'll let you know, and under the Insurance Contracts Act 1984 (Cth) we can cancel your policy either:

- by giving you at least **14** days advance notice of the date of cancellation
- without advance notice, once an instalment is **1** month (or more) overdue.

All joint policyholders can administer this policy

When you insure the building in the names of more than one person, and all of those people are named as the insured on your certificate of insurance, each of them is a joint policyholder and is able to request changes and otherwise deal with the policy. The reason for this is that joint policyholders each have an interest or ownership in the building.

We'll treat a statement, act, omission, claim, request, or direction (including a request to change or cancel your policy) made by one policyholder (either before the purchase of this policy or during the period of insurance), as a statement, act, omission, claim, request, or direction by all policyholders. A policyholder means a named insured on your certificate of insurance.

However, if at the time you ask us to action certain changes to your policy (for example, when you ask us to cancel your policy, remove an item, or remove another policyholder), your circumstances indicate you may no longer have authority to act on behalf of another joint policyholder, then we might ask all joint policyholders before we action that request or direction.

We'll consider the conduct of others when you make a claim

When we consider a claim under this policy, we'll have regard to any prejudice suffered by you or any other person entitled to benefit under this policy in relation to that claim, caused by mental illness of, substance abuse and/or an act of violence or intimidation by, another policyholder or person entitled to benefit under this policy. In doing this, we may meet the claim when we're not legally required to do so. If we do, we'll limit the claim in relation to the person claiming to an amount which is fair in the circumstances.

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

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

Our liability to you will be calculated taking into account any ITC to which you're entitled for any acquisition which is relevant to your claim, or to which you would've been entitled had you made a relevant acquisition.

In respect of your policy, where you're registered for GST purposes you should calculate the insured amount having regard to your entitlement to input tax credits. You should, therefore, consider the net amount (after all input tax credits) which is to be insured and determine an insured amount on a GST exclusive basis.

This outline of the effect of the GST on your policy is for general information only.

You should not rely on this information without first seeking expert advice on the application of the GST to your circumstances.

'GST', 'input tax credit', 'acquisition' and 'supply' have the meaning given in A New Tax System (Goods and Services Tax) Act 1999.

What happens with cancellations or removal of cover

Cancellation by you or removal of cover

For each policy you cancel or cover you remove (unless your chosen cover can't be removed), we'll refund the premium already paid for the remaining period of insurance for that policy or cover, less any non-refundable government charges. We won't give a refund if the refund is less than **\$10**.

If you pay by instalments, on cancellation you agree to pay us any portion of the premium that's owing. You authorise us to deduct any unpaid instalments by direct debit from the account or card you previously nominated for payment.

Cancellation by us

We can cancel your policy in line with the requirements under the Insurance Contracts Act 1984 (Cth). For each policy cancelled, we'll refund the premium already paid for the remaining period of insurance for that policy, less any non-refundable government charges. We won't refund amounts less than **\$10**. If we cancel your policy due to fraud, we won't refund any money to you.

General Insurance Code of Practice

We support the General Insurance Code of Practice. You can get a copy of the code from the Insurance Council of Australia website (insurancecouncil.com.au) or by phoning (02) 9253 5100.

The Code Governance Committee is an independent body which monitors and enforces the Code and has powers to impose sanctions on Code subscribers for non-compliance.

Report insurance fraud

Insurance Fraud isn't a victimless crime. It imposes additional costs on honest policyholders and wastes the valuable resources of our community. This means it affects everyone.

We actively pursue fraudulent and inflated claims.

Fraudulent claims will be investigated and may be reported to the police.

Help us fight insurance fraud by reporting:

- inflated vehicle or home repair bills
- staged vehicle or home incidents
- false or inflated home or vehicle claims
- home or vehicle fires which may be intentionally started, including by someone known to you.

To report suspected insurance fraud call: 1300 881 725.

Let's work together to reduce the impact of insurance fraud on the community.

How to contact us with a complaint

Let us know

If you experience a problem, aren't satisfied with our products or services or a decision we've made, let us know so that we can help.

Contact us:

By phone: 13 22 44

By email: aami@aami.com.au

Complaints can usually be resolved on the spot or within **5** business days.

Review by our Customer Relations Team

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

By phone: 1300 240 437

By email: idr@aami.com.au

In writing: AAMI Customer Relations Team,
PO Box 14180,
Melbourne City Mail Centre VIC 8001

Customer Relations will contact you if they require additional information or if they've reached a decision.

When responding to your complaint you'll be informed of the progress of and the timeframe for responding to your complaint.

How to contact us with a complaint (continued)

Seek review by an external service

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that's free to consumers. Any determination AFCA makes is binding on us, provided you also accept the determination. You don't have to accept their determination and you have the option of seeking remedies elsewhere.

AFCA has authority to hear certain complaints. Contact AFCA to confirm if they can assist you.

You can contact AFCA:

By phone: 1800 931 678

By email: info@afca.org.au

In writing: Australian Financial Complaints Authority,
GPO Box 3,
Melbourne VIC 3001

By visiting: www.afca.org.au

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Terms and words with special meanings (definitions)

10

Some terms and words in this policy have a special meaning (definition) which applies to them.

It's important to read this section because it gives the meaning which applies to those terms and words which can impact how your policy is interpreted. If a term or word doesn't have a special meaning, then it just has its ordinary meaning.

Accidental loss or damage

This term means sudden loss or damage that you didn't intend or expect to happen.

Actions or movements of the sea

This term means any of the following:

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

It doesn't include a tsunami or storm surge.

Aquarium

This word means a large glass tank filled with water in which people keep animals (usually fish) and unlike a fishbowl, isn't easily carried or moved.

Building

See 'We cover as the building' on pages 20 to 21 and 'We don't cover as the building' on page 21.

Building sum insured

This term means the amount stated as the building sum insured on your certificate of insurance. See page 22.

Business activity

This term means either of the following:

- activity specifically undertaken for the purposes of earning an income
- activity registered as a business and which you're obliged by law to register for GST purposes.

Can't be lived in

This term means destroyed or made completely or partially unfit to live in. This might include if the utilities aren't available, or it isn't safe to live in.

Certificate of insurance

This term means the latest certificate of insurance, including the insurance account, we've given you. It's an important document as it shows the covers you've chosen and other policy details.

Common property

This term means land or building (or any part of the building) on strata title or community title at the insured address which is required to be insured by the owners corporation or similar body under the relevant strata laws and/or is insured under an insurance policy taken out by the owners corporation or similar body (for example, common property in a multi-dwelling development).

Communicable Disease

Communicable disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- the substance or agent can be of any kind and includes, but is not limited to, respiratory droplet, saliva, bodily waste, blood, a virus, bacterium, parasite, other organism, or any variation thereof, whether deemed living or not
- the method of transmission, whether direct or indirect, includes but isn't limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms
- the disease, substance or agent can cause or threaten 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.

Complete Replacement Cover®

See page 68.

Components (or building component)

This word means a building element which is manufactured as an independent unit, that can be joined or blended with other elements to form a more complex item. For example, the roof (sheeting or tiles) is a component, the fire wall within the roof space is another component.

Computer system

This term means any computer, hardware, software, communications system, electronic device (including, but not limited to, any smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, or data storage device, networking equipment, or back up facility.

Contents

This word means household items used primarily for domestic purposes. Contents are items which are generally not permanently attached to the building.

Course of construction

This term means from the time that construction of a new building at the insured address commences until the time that both the following apply:

- the building is ready to be moved into, and electricity and water services are connected
- there is no outstanding work or the only remaining work to be done is the following:
 - installation of floor coverings (for example, carpets or floating floors)
 - internal painting
 - installation of light fittings.

Damage(d)

This term means physical damage, unless stated otherwise in your policy.

Drone(s)

This word means an unmanned aircraft that can be remote controlled or fly autonomously.

Electronic data

This term means information, facts, concepts, code, or any other information of any kind that's converted, recorded or transmitted in a form to accessed, communicated, displayed, distributed, interpreted, processed, transmitted, or stored or used in or by a computer system.

Excess

See page 16.

Family

Family means any of the following:

- your spouse, partner, or de facto
- your parents (including legal guardians), parents-in-law, grandparents
- your children, grandchildren, brothers, and sisters, including their respective spouse, partner, or de facto
- the children, parents, parents-in-law, grandparents, grandchildren, brothers, and sisters of your spouse, partner, or de facto
- people who provide care or services to you.

Fence

This word means a structure built, using various materials, to enclose a space (partially or fully), mark a boundary or restrict access. For fences built on a property boundary line with shared ownership see page 79.

Fire (including bushfire)

This word means burning with flames.

Floating floors

This term means flooring (real or imitation) that isn't nailed down or glued to the layer beneath.

Flood

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

- any lake, river, creek, or other natural watercourse (whether or not altered or modified)
- any reservoir, canal, or dam.

Free-standing outdoor wall(s)

This term means a standalone wall that isn't connected at either end to a building or other structure, and not restrained along the top. Brick fences are a typical example of a free-standing outdoor wall.

Home Building Insurance Additional Information Guide

See page 3.

Illegal drugs

This term means drugs that are prohibited from manufacture, sale, or possession in Australia including but not limited to any form of methamphetamine.

Incident

This word means a single event, accident, or occurrence which you didn't intend or expect to happen. A series of incidents attributable to one source of originating cause is deemed to be the one incident.

Insured address

See page 20.

Insured events

This term means the insured events on pages 39 to 50.

Loss or damage

This term means physical loss or physical damage, unless stated otherwise in your policy.

Malicious act

This term means a single intentional and wilful act characterised by malice. It isn't wanton disregard, negligence, carelessness, wear and tear, use of excessive force, lack of due care or action, poor housekeeping, or neglect.

Occupied

The word 'occupied' means all the following:

- the building is furnished enough to be lived in
- someone is eating, sleeping, and living at the building
- the building is connected to utilities.

The term 'furnished enough to be lived in' means the building contains at least all the following:

- a bed, a clothes and linen storage area, an eating table or bench, a refrigerator and a cooking appliance.

Period of insurance

This term means when your policy starts to when it ends. It's shown on your certificate of insurance.

Personal transportation vehicle

This term means a scooter, skateboard, e-bicycle, unicycle, hoverboard, one-wheel, or segway that's all the following:

- battery driven or electric
- used for personal transportation
- suitable to be ridden by one person
- not required to be insured under any compulsory third party insurance laws or motor accident injuries insurance laws.

Planned to demolish

This term means you planned to demolish the building, have lodged an application to do this, or a government authority has issued a demolition order for the building.

Policy

This word means your insurance contract with us. It consists of this PDS, any SPDS we've given you, and your latest certificate of insurance.

Retaining wall

This term means a wall or similar structure, which isn't part of the residential home, that holds back or prevents the movement of earth or other type of material. It can be any type of structure or landscaping feature, using any type of material, that's present between differing levels of earth or other type of material.

Scope of works

This term means a list of repair works needed to meet your claim and is usually required when major damage has occurred. It helps identify what repair or rebuilding work is necessary to resolve your claim.

Storm

This word means a single weather event being, a cyclone or severe atmospheric disturbance. It can be accompanied by strong winds, rain, lightning, hail, snow, or dust.

Storm surge

This term means a rush of water onshore associated with a low pressure system and caused by strong winds pushing on the ocean's surface. Storm surge doesn't include actions or movements of the sea.

Strata title

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

Unit

This word means a unit, villa, townhouse, or apartment in a strata title development. It doesn't include common property.

Vandalism

This word means a single intentional and wilful act to destroy, damage, or deface something. It isn't wanton disregard, negligence, carelessness, wear and tear, use of excessive force, lack of due care or action, poor housekeeping, or neglect.

Vermin

This word means small animals (for example, geckos and rodents) or insects that are typically thought of as pests. Vermin doesn't include a possum.

We, us, our and AAMI

See page 11.

You/Your

See page 11.

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We're here for you
7 days a week

How to contact us



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