



HOME & CONTENTS EXECUTIVE (INSURED EVENTS)

PRODUCT DISCLOSURE STATEMENT AND POLICY WORDING

IMPORTANT NOTICE TO THE INSURED

This insurance is a legal contract. Please read it carefully to ensure that it is in accordance with your requirements and that you understand its terms and conditions. The Insurance Broker or other intermediary who arranged this insurance should be contacted immediately if any correction is necessary.

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This booklet contains 2 separate sections: Part A and Part B.

Part A – Product Disclosure Statement (PDS)

Part A of this booklet contains a Product Disclosure Statement (PDS). The PDS is designed to assist you to make informed choices about your insurance needs. It gives a summary of the significant benefits and risks associated with this product (you should refer to Part B – Terms and Conditions for full details).

The PDS also contains information about costs, our dispute resolution system, your cooling off rights and other relevant information, including other rights, terms, conditions and obligations attaching to this product. Please read Parts A and B of this booklet carefully.

Part B – Policy Terms and Conditions

Part B of this booklet contains the Policy Terms and Conditions, which detail all the terms, conditions and exclusions relating to the Policy. It is Part B which forms part of your legal contract with us.

If we issue you with an insurance policy, you will be given a Policy Schedule. The Policy Schedule sets out the specific terms applicable to your cover and should be read together with the Policy Terms and Conditions.

The Policy Terms and Conditions and the Policy Schedule we send to you form your legal contract with us so please keep them in a safe place for future reference.

If you require further information about this product, please contact your Financial Services Provider.

About Millennium Underwriting Agencies Pty Ltd

Millennium Underwriting Agencies Pty Ltd t/as Millennium General Insurance is part of the MGA Whittles Group of companies. Established in 1998, Millennium General Insurance is an insurance claims and underwriting facility offering market leading policies.

We have an association with MGA Insurance Brokers Pty Ltd ABN 29 008 096 277. MGA Insurance Brokers Pty Ltd and Millennium Underwriting Agencies Pty Ltd have some common directors and a proportion of the shares of each Company have common ownership. MGA Insurance Brokers Pty Ltd are members of the Austbrokers Group and Austbrokers have an equity interest in their business.

Insurer

The insurer of this product is:

Wesfarmers General Insurance Limited ABN 24 000 036 279 AFS Licence No 241461 trading as Lumley Insurance.

In arranging and effecting this insurance policy, Millennium Underwriting Agencies Pty Ltd ABN 38 079 194 095, AFS Licence No. 246721 t/as Millennium General Insurance is acting as an agent of the Insurer and not as your agent.

Other documents may form part of the PDS. Any such documents will be dated and will include a statement identifying them as part of the PDS. If any major omissions, updates or corrections need to be made to the PDS a Supplementary PDS may be provided. In either case the relevant document will be provided to you with the PDS.

Applying for cover

When you apply for this insurance, you will need to complete a proposal form. We will use and rely on the information supplied by you to decide the terms of cover we will provide. We provide cover to you on the terms contained in this document, and the Schedule that we issue to you.

The Schedule will contain important information relevant to your insurance including the Period of Insurance, your Premium, details of your property, the Excess(es) that will apply to you and others and whether any standard terms have been varied by way of endorsement.

All of these make up your “Policy” with us. You need to keep these documents in a safe place together with receipts and other evidence of ownership and value of items you insure.

Before expiry, we will send you a renewal notice which tells you whether we will renew and on what terms. The renewal notice will tell you what is required.

Services provided by Lumley General and General Advice Warning

Lumley Insurance is an Australian Financial Services licensee (No. 241461) and is authorised under its licence to deal in and provide general advice on this insurance.

Any advice we or our representatives provide is general only and does not take into account your personal objectives, financial situation or needs. Because of this you should, before acting on the advice, decide if it is right for you and consider the information contained in this document carefully.

Lumley Insurance employees are paid an annual salary and possibly bonuses based on performance criteria and achievement of company goals. They are not otherwise remunerated for any advice or dealing service that they provide to you unless they tell you otherwise.

Significant benefits and features

We believe the most significant benefits of this insurance Policy are that it protects:

- (a) your financial investment in your home and contents on a New for Old basis (except where specifically stated otherwise) if they are lost or damaged due to an insured event. You can choose to cover your home, your contents, or both under this Policy.

- (b) you for your legal liability to third parties if they claim against you for compensation or expenses which you become legally liable to pay for:
- the death of, or bodily injury to, any person
 - the loss of, or damage to, property.

Optional extensions are available for:

- (a) loss, theft or damage to valuables:
- anywhere in Australia or New Zealand, and
 - for up to 90 consecutive days, anywhere in the world.
- (b) workers compensation for your domestic workers (only applicable in New South Wales)

The Policy provides:

- (a) Cover for your home and contents up to their sums insured at the site, during the period of insurance, caused directly by any of the following insured events:
- fire or explosion
 - storm, rainwater or flood
‘flood’ means the inundation of normally dry land by water from any watercourse, lake, canal, dam or reservoir
 - lightning or thunderbolt
 - earthquake
 - theft
 - malicious acts
 - riot or civil commotion
 - bursting, leaking, discharging or overflowing of fixed basins, shower bases or other fixed apparatus, fixed tanks or fixed pipes used to hold or carry liquid of any kind
 - impact
 - breakage of fixed glass, shower base, sink, bath, lavatory pan or cistern if the building is insured, or of any glass forming part of an item of furniture or domestic telephones, if the contents are insured
 - fusion of an electric motor
 - spoilage of food in domestic refrigerators or freezers if your contents are insured.
- (b) Legal liability cover for \$20,000,000 which includes:
- liability for you or any member of your family in respect of ownership or occupancy of your home where your home is insured under this Policy, or where your home is a strata title residence and your contents are insured under this Policy
 - personal legal liability anywhere in the world for you or any member of your family, where your contents are insured under this Policy.

This Policy also provides the following additional benefits:

- (a) temporary removal of contents. If this Policy insures your contents in your primary residence, your contents are covered subject to the sub-limits of the Policy anywhere in Australia where you or your family are residing away from home or while your contents are in a bank or safe deposit
- (b) if this Policy insures your contents in your primary residence, we insure your handbag or wallet for up to \$250, personal effects contained in the handbag or wallet up to \$250 and cash up to \$300 with a maximum limit of \$800 in any one period of insurance if you are robbed when you are away from home
- (c) fees incurred directly in relation to repair or replacement of your home
- (d) removal of debris
- (e) extra costs of reinstatement necessary to meet the requirements of any statutory authority in connection with rebuilding or repairing your home
- (f) illegal use of a credit card or financial transaction card up to a maximum of \$5,000

- (g) loss of rent or temporary accommodation for the greater of \$20,000 or 20% of the sum insured for your home or contents where your home is so damaged by the insured event that it cannot be lived in or let to tenants
- (h) contents being conveyed to your new residence, where your contents are insured. We insure your contents damaged directly by theft from the conveying vehicle involving the use of violent force, fire or flood on the conveying vehicle, collision and/or overturning of the conveying vehicle while your contents are in transit by road to your new, principal place of residence in Australia up to a total of \$5,000
- (i) monitored alarm attendance after theft, where your contents are insured. We will pay up to \$1,000 for the reasonable costs actually incurred by you for the security firm that monitors your burglar alarm to attend your home during or immediately after an actual or attempted theft from your home
- (j) we insure you against any claim for compensation which you or the member of your family become legally liable to pay arising out of the use of a vehicle which is not paid for by any statutory compulsory third party scheme.

The Policy does not cover certain things

Claims may be refused in certain circumstances. Please refer to the Millennium Home and Contents Executive (Insured Events) Policy Terms and Conditions which follows this PDS for full details of the terms and conditions of cover and exclusions.

The Policy will not cover loss or damage:

- (a) intentionally caused by you or a member of your family or a person acting with your consent or the consent of a member of your family
- (b) resulting from or caused by: The amount of any claim made against the Policy may be reduced
 - inherent defects, structural defects, faulty workmanship, faulty design or any gradual process
 - wear, tear, rust, corrosion, depreciation or gradual deterioration, mildew, mould or algae
 - any consequential loss other than that specifically provided by this Policy
 - erosion, subsidence, landslide or earth movement other than as a direct result of some insured events
 - water entering the home through an opening made for the purpose of alterations, additions, renovations or repair
 - the action of the sea, high water, tidal wave .

The cover under this Policy will be limited to lightning, thunderbolt and earthquake for any period in excess of 60 consecutive days during which the home has been left unoccupied and you have not obtained our written agreement.

The Policy will not insure you or your family against liabilities arising from:

- (a) any agreement, unless liability would have attached to you or your family if that agreement did not exist
- (b) death or bodily injury to you or to any person who normally lives with you
- (c) damage to property belonging to you or any person who normally lives with you or to your or their employees
- (d) the ownership, custody, or use of any lift, aerial device or aircraft (except model aircraft or toy kites), aircraft landing area, boat exceeding 4 meters in length (except canoes, surfboards, surf skis or sailboards) or motorised water craft in excess of 10 horsepower
- (e) the conduct of any activity carried on by you or your family for reward except letting the home for domestic purposes or babysitting on a casual basis

- (f) directly or indirectly, out of or in connection with the actual or alleged use or presence of asbestos
- (g) building work, construction or demolition of a building, including the home if the value of the work exceeds \$100,000
- (h) the ownership or use of any motor vehicle other than the cover given by the additional benefit – Motor Vehicle Liability.

The Policy will not insure you or your family against fines, penalties, or punitive, aggravated, multiple or exemplary damages.

These are only some of the events that are not covered by this insurance. Please read the Millennium Home and Contents Executive (Insured Events) Policy Terms and Conditions which follows this PDS for full details of all relevant policy exclusions.

The amount of any claim made against the Policy may be reduced:

- (a) where an excess applies (any applicable excess will be shown in your Policy Schedule). A \$200 excess applies to earthquake claims (unless a greater excess is shown on your schedule)
- (b) where you have not requested the insured value of any item to be specified in the Policy and where the value of that item exceeds any applicable sum insured sub limit this Policy covers your contents at the site (apart from ‘Additional benefit 1 – Temporary removal’, which covers you while you are temporarily residing away from your home, for example when you are staying with a friend interstate). If you wish your portable items to be covered outside your home, you must select and pay for optional Valuables cover
- (c) where the claim is for fusion and we apply depreciation because of the age of the motor
- (d) where the claim is for damage caused by storm, rain or wind to retaining walls, free standing walls, gates and fences, and we apply depreciation based on their age and condition
- (e) where you do not comply with a condition of this Policy and this contributes to any loss or damage.

You should refer to the General Conditions in Part B of this document for full details of all the General Conditions.

Some General Conditions include:

- you must tell us about changes that increase the risk of this insurance
- you must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury
- we may agree to insure your home and contents only if certain specified burglary protection devices are installed. The required devices, if any, will be noted on your Policy Schedule
- you must take reasonable care to:
 - protect and maintain the property insured under this Policy
 - prevent damage or injury to others or their property
 - minimise the cost of any claim under this Policy, or
 - comply with all statutory obligations and by-laws or regulations relating to the safety of person or property.

If you do not, we will not pay for loss, damage, liability or injury to which this failure to take reasonable care contributes.

Significant risks**This product may not match your expectations**

This product may not match your expectations (for example, because an exclusion applies). You should read the PDS (Part A of this document) and the Policy Terms and Conditions (Part B of this document) carefully. Please ask your Financial Services Provider if you are unsure about any aspect of this product.

Your sum insured may not be adequate

The Policy provides replacement or reinstatement conditions (except where specifically stated otherwise) for home and contents which means that claims are settled without contribution for age, depreciation or wear and tear. It is important that the sums insured you select cover the cost of replacing your home and contents on a new for old basis. The sums insured that you select must make allowance for structural improvements (such as sheds, pergolas, and fencing), GST and any additional benefits that are included in the sum insured (for example; costs of removal of debris, architects fees).

It is important that you read the sub-limits in the Terms and Conditions for items such as works of art, antiques, items of jewellery, collections, office equipment and cash. If you have an item or a group of items that will cost more than the sub-limit to replace, then you will need to nominate that item to ensure that it is covered for more than the sub-limit.

For example, there is a sub limit on jewellery of \$5,000 per item, and in total, 25% of the unspecified contents sum insured. If it would cost more than this to replace your jewellery as new, then you must specify your jewellery items to ensure that you are covered for its full value.

Over-insurance

If your home or contents are damaged beyond economic repair, we will pay no more than the reasonable cost of replacement when new even if you have insured for an amount greater than the reasonable cost of replacement when new. Therefore, there is no benefit to you in over-insuring your property.

Overdue premium

You must pay your premium on time otherwise your Policy may not operate.

If you have not paid by the due date or your payment is dishonoured, this Policy will not operate and there will be no cover.

For more detailed information regarding payment options refer to the section headed 'How you can pay your premium' in Part B (Terms and Conditions).

A claim may be refused

We may refuse to pay or reduce the amount we pay under a claim if you do not comply with the Policy conditions, if you do not comply with your Duty of Disclosure, or if you make a fraudulent claim.

The cost of this Insurance Policy

The total premium is the amount we charge you for this insurance Policy. It includes the amount which we have calculated will cover the risk, and any taxes and government charges. The premium and any taxes and government charges will be shown on your Policy Schedule.

When calculating your premium we take a range of rating factors into account. These factors, and the degree to which they affect your premium, will depend upon the information you provide to us.

The following factors have a significant impact on the calculation of your premium:

Home and Contents

- geographic location
- age of insured (a discount is applied for over 50s)
- whether or not the insured is retired
- sum(s) insured
- whether the domestic workers compensation option is selected
- how the home is occupied (e.g. owners or tenants)
- whether a no claim bonus is applicable
- any loyalty discounts that apply
- the level of excess that you have selected.

Home only

- whether the Policy is also covering your contents
- the construction material of the home.

Contents only

- whether the Policy is also covering your home
- whether or not the home has an alarm
- whether the valuables option is selected.

You should arrange your method of payment through your Financial Services Provider. A quote for premium may be obtained from your Financial Services Provider.

Duty of Disclosure – What you must tell us

Under the Insurance Contracts Act 1984 (the Act), you have a Duty of Disclosure. The Act requires that before a policy is entered into, you must give us certain information we need to decide whether to insure you and anyone else to be insured under the policy, and on what terms. Your Duty of Disclosure is different, depending on whether this is a new Policy or not.

New business

Where you are entering into this Policy for the first time (that is, it is new business and is not being renewed, varied, extended or reinstated) you must tell us everything you know and that a reasonable person in the circumstances could be expected to tell us, in answer to the specific questions we ask.

When answering our questions you must be honest.

- **Who needs to tell us**
It is important that you understand you are answering our questions in this way for yourself and anyone else whom you want to be covered by the Policy.

- If you do not tell us
If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the Policy. If you answer our questions fraudulently, we may refuse to pay a claim and treat the Policy as never having worked.

Renewals, variations, extensions and reinstatements

Once your Policy is entered into and is no longer new business then your duty to us changes. You are required before you renew, vary, extend or reinstate your Policy, to tell us everything you know and that a reasonable person in the circumstances could be expected to know, is a matter that is relevant to our decision whether to insure you, and anyone else to be insured under the Policy, and if so, on what terms.

You do not have to tell us about any matter

- that diminishes the risk
- that is of common knowledge
- that we know or should know in the ordinary course of our business as an insurer, or
- which we indicate we do not want to know.

If you do not tell us

If you do not comply with your Duty of Disclosure we may reduce or refuse to pay a claim or cancel your Policy. If your non-disclosure is fraudulent we may treat this Policy as never having worked.

Privacy

Privacy legislation regulates the way private sector organisations can collect, use, keep secure and disclose personal information. We are bound by the Privacy Act 1988 (Cth) and its principles when collecting and handling your personal information. Lumley Insurance has developed a privacy policy which explains what sort of personal information we hold about you and what we do with it.

We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims you make.

We may need to disclose personal information to our reinsurers, (who may be located overseas), insurance intermediaries, insurance reference bureaus, credit reference agencies, our advisers and those involved in the claims handling process (including assessors and investigators), for the purposes of assisting us and them in providing relevant services and products, or for the purposes of litigation.

By providing your personal information to us, you consent to us making these disclosures. Without your personal information we may not be able to issue insurance cover to you or process your claim.

We aim to ensure that your personal information is accurate, up to date and complete. Please contact us on (08) 8291 2300 if you would like to seek access to this information or in order to revise any information we have on record that is incorrect or incomplete. If you have any issues regarding the way we have handled your personal information you may contact us. All complaints are managed through our internal Privacy Complaint Procedure. Should you wish to obtain further information about our privacy policies, please contact us on (08) 8291 2300 and ask for a copy of our “Privacy Policy” booklet. From time to time we may advise you of other products or services that may be relevant or of interest to you. If you do not wish to receive this advice, please call us on (08) 8291 2300.

The General Insurance Code of Practice

The General Insurance Code of Practice was developed by the Insurance Council of Australia to further raise standards of practice and service across the insurance industry. We keenly support the standards set out in the code. You can obtain more information on the Code of Practice and how it assists you by contacting us on (08) 8291 2300.

How to make a claim

Please contact your Financial Services Provider to make a claim. We will only accept responsibility for repairs or payments to third parties under a claim where you have told us about them beforehand and we have accepted your claim. Full details of what you must do for us to consider your claim are provided in the 'Claims' section in part B of this booklet.

Dispute resolution

We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention.

Wesfarmers has a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your complaint within 15 working days.

If you would like to make a complaint or access our internal dispute resolution service please contact your nearest Lumley Insurance office and ask to speak to a dispute resolution specialist.

If you are not happy with our answer, or we have taken more than 15 working days to respond, you may be able to access the services of an independent external dispute resolution body called Financial Ombudsman Service (FOS).

The Financial Ombudsman Service (FOS) resolves certain insurance disputes between consumers and insurers and will provide an independent review at no cost to you. Lumley Insurance is bound by the determination of FOS but the determination is not binding on you.

Compensation Arrangements

The Corporations Act 2001 (Cth) requires licensees to have arrangements for compensating retail clients for losses they suffer as a result of a breach by the licensee or its representatives of Chapter 7 of this Act, unless an exemption applies. We are exempt from this requirement because we are an insurer supervised by the Australian Prudential Regulation Authority and subject to the prudential requirements of the Insurance Act 1973 (Cth).

Taxation implications**Goods and Services Tax**

The Policy has provisions relating to GST. In summary, they are as follows but please read the provisions in full. They can be found in Part B Terms and Conditions, under the heading 'How Goods and Services Tax affects any payments we make'.

- The amount of premium payable by you for this Policy includes an amount on account of the GST on the premium.
- The sum insured and other limits of insurance cover shown on your Policy documentation are GST inclusive.
- When we pay a claim, your GST status will determine the maximum amount we pay.

Other Taxation implications

There may be other taxation implications affecting you, depending upon your own circumstances. We recommend that you seek professional advice.

Cancelling your policy**How you may cancel this Policy**

- You may cancel this Policy at any time by telling us in writing that you want to cancel it. You can do this by giving the notice to your Financial Services Provider.
- Where ‘you’ involves more than one person, the Insurers will only cancel the Policy when a written agreement to cancel the Policy is received from all persons named as the insured.

How we may cancel this Policy

- We may cancel this Policy in any of the circumstances permitted by law by informing you in writing.
- We will give you this notice in person or send it to your address last known to us.

The premium

We will refund to you the proportion of the premium for the remaining period of insurance.

Cooling-off information

If you want to return your insurance after your decision to buy it, you may cancel it and receive a full refund. To do this you may notify your Financial Services Provider electronically or in writing within 21 days from the date the Policy commenced.

This cooling-off right does not apply if you have made or are entitled to make a claim. Even after the cooling-off period ends, you still have cancellation rights however your Financial Services Provider may deduct certain amounts from any refund for administration costs or any non-refundable taxes.

Association with an Insurance Broker

We have an association with MGA Insurance Brokers Pty Ltd ABN 29 008 096 277. MGA Insurance Brokers Pty Ltd and Millennium Underwriting Agencies Pty Ltd have some common directors and a proportion of the shares of each Company have common ownership. MGA Insurance Brokers Pty Ltd are members of the Austbrokers Group and Austbrokers have an equity interest in their business.

(This Part does not form part of the Product Disclosure Statement)

Insurer

The insurer of this product is:

Wesfarmers General Insurance Limited ABN 24 000 036 279 AFS Licence No 241461 trading as Lumley Insurance 309 Kent Street, Sydney NSW 2000.

Our agreement with you

This Policy is a legal contract between you and us. You pay us the premium, and we provide you with the cover you have chosen as set out in the Policy, occurring during the period of insurance shown on your Policy Schedule or any renewal period.

The excesses set out in the section headed ‘What you must pay if you make a claim – Excess’ apply to all claims except where otherwise stated. The amount of any excess that applies to your Policy will be shown on your Policy Schedule.

The exclusions in the section(s) headed ‘When you are not covered’ and conditions in the section headed ‘General Conditions’ apply to all types of cover.

Your policy

Your Millennium Home and Contents Executive (Insured Events) Policy consists of Part B (Terms and Conditions) of this booklet and the Policy Schedule we give you.

Please read your Policy carefully, and satisfy yourself that it provides the cover you require.

If you want more information about any part of your Policy, please ask your Financial Services Provider. You should keep your Policy Booklet and Policy Schedule together in a safe and convenient place for future reference.

Providing proof

So that your claim can be assessed quickly you should keep the following:

- receipts or other confirmation of purchase, and
- valuations.

We may ask you for these if you make a claim. You must be able to prove to us that you have suffered a loss that is covered by this Policy before we will pay you for it.

Other party’s interests

You must tell us of the interests of all parties (e.g. financiers, owners, lessors) who will be covered by this insurance. We will protect their interests only if you have told us about them and we have noted them on your Policy Schedule.

How you can pay your premium

You can pay your premium in one lump sum, or by instalments.

If you pay your premium in one lump sum, you can pay by cash, cheque, credit card (a fee may be charged), eftpos or BillPay, or by an arrangement with an accredited premium funder.

If you pay your premium by instalments, you can pay by credit card or by direct debit from a financial institution.

We may cancel your policy if:

- you do not pay your premium
- your cheque or credit card is dishonoured by your financial institution, or
- you pay your premium in instalments and you are more than one month behind.

We may refuse to pay a claim if:

- you pay by instalments and at least one instalment of the premium remained unpaid for a period of at least 14 days.

Paying your premium

You must pay your premium by the due date. If we do not receive your premium by this date or your payment is dishonoured this Policy will not operate and there will be no cover. We are entitled to deduct from any amount we pay you under a claim any unpaid premium.

Preventing our right of recovery

If you have agreed not to seek compensation from another person who is liable to compensate you for any loss, damage or liability which is covered by this Policy, we will not cover you under this Policy for that loss, damage or liability.

How Goods and Services Tax affects any payments we make

The amount of premium payable by you for this Policy includes an amount on account of the GST on the premium.

The sum insured and other limits of insurance cover shown on your Policy documentation are GST inclusive.

When we pay a claim, your GST status will determine the maximum amount we pay.

When you are:

- (a) not registered for GST, the maximum amount we pay is the sum insured or the other limits of insurance cover including GST.
- (b) registered for GST, the maximum amount we pay is the sum insured or the other limits of insurance cover less any Input Tax Credit to which you are entitled or would be entitled if you made a relevant acquisition. In these circumstances, the Input Tax Credit may be claimable through your Business Activity Statement (BAS).

You must advise us of your correct Australian Business Number & Taxable Percentage. Any GST liability arising from your incorrect advice is payable by you.

Where the settlement of your claim is less than the sum insured or the other limits of insurance cover, we will only pay an amount for GST (less your entitlement for Input Tax Credit) applicable to the settlement. This means that if these amounts are not sufficient to cover your loss, we will only pay the GST relating to our settlement of the claim.

We will (where relevant) pay you on your claim by reference to the GST exclusive amount of any supply made by any business of yours which is relevant to your claim.

GST, Input Tax Credit, Business Activity Statement (BAS) and Acquisition have the same meaning as given to those expressions in A New Tax System (Goods and Services Tax) Act 1999 and related legislation as amended from time to time.

Taxable Percentage is your entitlement to an Input Tax Credit on your premium as a percentage of the total GST on that premium.

Words with special meanings

Some key words and terms used in this Policy have a special meaning.

If words and terms are only used in one Section of the Policy, we will describe their special meaning in that Section.

Wherever the following words or terms are used in the Policy, they mean what is set out below:

Period of Insurance – The period shown on the Policy Schedule

Policy Schedule – The schedule of insurance, or any endorsement schedule we give you

You, Your – The person(s), companies or firms named on the current Policy Schedule as the “Insured”

Your Family – Any member of your family who lives permanently with you, including your partner

We, Our, Us – The Insurer, through their agent Millennium Underwriting Agencies Pty Ltd
ABN 38 079 194 095

Site – The address shown on your Policy Schedule where your home is located or your contents are kept.

Your Policy Schedule indicates whether your home is insured and the sum insured.

What ‘home’ means Your ‘home’ is the dwelling used entirely or primarily as a place of residence at the site shown on your Policy Schedule.

‘Home’ includes the following:

- (a) outbuildings, fixtures and structural improvements including in-ground swimming pools, tennis courts, in-ground spas, saunas, jetties and pontoons all of which are used for domestic purposes
- (b) fixed light fittings, fixed wall coverings, fixed ceiling coverings and fixed floor coverings
- (c) services (whether underground or not) that are your property or which you are liable to repair or replace or pay the cost of their repair or replacement
- (d) landscaping, paved pathways and paved driveways, retaining walls, fences and gates entirely or partly on the site.

What ‘home’ does not mean

‘Home’ does not include:

- (a) carpets (whether fixed or not), curtains or internal blinds unless you regularly lease out the home on an unfurnished basis
- (b) earth or gravel pathways or driveways or other unpaved surfaces
- (c) hotel, motel, nursing home, boarding house, buildings of flats, strata title unit or caravan (whether fixed to the site or not)
- (d) any building used for any business or trade, except a dwelling used principally as a place of residence that also contains an office or surgery
- (e) building in the course of construction except for construction, erection, renovation, alterations and additions up to \$100,000
- (f) building in the course of being demolished, or that is vacant pending demolition
- (g) temporary building or structure
- (h) trees, shrubs and any other plant life including grass or lawns, or soil, sand, gravel, bark or mulch.

Contents

Your Policy Schedule indicates whether your contents are insured and the sums insured.

The total contents sum insured consists of:

- a sum insured for unspecified contents, and
- a sum insured for specified contents.

Specified contents are items of particular value that you have individually listed as specified items and that are listed on the Policy Schedule under ‘Contents, specified items’.

What ‘contents’ means

‘Contents’ means, items (a) to (g) below, while they are at the site, and which belong to you or your family or for whose loss or damage you or your family are legally liable. Contents are:

- (a) all household goods (including carpets whether fixed or not), personal effects, cash, coins and negotiables
‘Negotiables’ means treasury notes, savings certificates, stamps, money orders, gift certificates and any other negotiable instruments.
- (b) articles of special value which you have listed on the Policy Schedule under ‘Contents specified items’

- (c) if you live in a strata title building, the internal paintwork, wallpaper and any fixture or structural improvement within or attached to that residence which the Body Corporate is not required by law to insure
- (d) if you are a tenant, landlord’s fixtures and fittings for which you are legally liable and fixtures and fittings installed by you for your own use
- (e) any of the following equipment if it does not require registration:
 - golf buggies
 - motorcycles up to 250cc engine capacity
 - garden equipment, or
 - motorised wheelchairs.
- (f) canoes, surfboards, surfskis or sailboards, and any other watercraft up to 4 metres in length and under 10 horse power
A watercraft motor:
 - not attached to a watercraft
 - at the site will be treated by us as a watercraft accessory.
- (g) furniture and equipment of an office or surgery used by you or your family in your own business in the home and tools and equipment used for earning income by you or your family.

What ‘contents’ does not mean

‘Contents’ does not include:

- (a) fish, birds or animals of any description
- (b) trees, shrubs and any other plant life. (other than pot plants)
- (c) any caravan or trailer
- (d) motorised vehicles other than those listed in point (e) under the heading ‘What contents means’
- (e) watercraft other than those listed in point (f) under the heading ‘What contents means’
- (f) aircraft or their accessories (other than a non-pilotable model aircraft)
- (g) accessories or spare parts, keys or remote locking or alarm devices of motor vehicles (including motorcycles and motor scooters), caravans, trailers, aircraft or watercraft while they are in or on the motor vehicle, caravan, trailer, aircraft or watercraft
- (h) photographic and video equipment and musical instruments or musical equipment used for earning income
- (i) any property:
 - illegally in your possession
 - stored in a dangerous and illegal way, or
 - any equipment connected with growing or creating any illegal substance.
- (j) your home or any part of your home as defined in “Home Building Means”
- (k) Commercial or Retail Trade Stock

What you are insured against, and what you are NOT

You are insured for loss or damage to your home, contents or both, caused directly by any of the ‘insured events’ which occur at the site set out in the left column of the following table (except to the extent indicated in the right column of the table). Whether you have selected cover for your home, contents or both is shown on your Policy Schedule.

There are also some limits and exclusions described under ‘How we will pay’ and ‘When you are not covered’, which you must read this section or the Policy.

Insured Events	We will NOT pay for
(a) Fire or Explosion	Loss or damage to any item caused by: <ul style="list-style-type: none"> • the deliberate application of heat • scorching, melting or charring unless by a visible flame.
(b) Storm (including cyclone or hurricane) and/or rain, which may be accompanied by snow, sleet or tsunami or flood	Loss or damage caused by: <ul style="list-style-type: none"> • the action of the sea, high water, tidal wave • water seeping through a wall or floor • mildew, algae • atmospheric or climatic conditions other than storm • water entering the home buildings through an opening made for the purpose of alterations additions renovations or repair. Loss or damage to hail nets or shade cloth.
(c) Lightning or thunderbolt	Loss or damage caused by fluctuations in the power supply unless there is evidence of a lightning strike
(d) Earthquake shown on your Policy Schedule, whichever is greater. All destruction or damage occurring within a period of 48 hours of the earthquake is regarded as the one Insured Event.	The first \$200 for earthquake damage, or the excess amount shown on your Policy Schedule, whichever is greater.
(e) Theft	More than \$1,000 for cash and negotiables. More than \$2,000 for theft of contents in the open air. Loss or damage caused by: <ul style="list-style-type: none"> • theft by any person who is living at the site unless there is evidence that your home has been entered forcibly and violently • theft of cash or negotiables, unless there is evidence that your home has been entered forcibly and violently. ‘forcible and violent entry’ does not include: • entry through a door or window that has been left open or unlocked • where the home has been entered with the consent of the owner or occupier of the home.

<p>(f) Malicious acts</p>	<p>Loss or damage intentionally caused by:</p> <ul style="list-style-type: none"> • you, your family, or your family’s visitors • a tenant, or a tenant’s visitors or family.
<p>(g) Riot or civil commotion</p>	
<p>(h) Action of a civil authority in attempting to prevent the spread of fire</p>	
<p>(i) Bursting, leaking, discharging or overflowing of fixed basins, shower bases, or other fixed apparatus, fixed tanks or fixed pipes used to hold or carry liquid of any kind. Water suddenly escaping from a waterbed or aquarium. If we accept a claim because damage has occurred as a direct result of the liquid escaping, we will also pay the reasonable costs of locating the cause of the damage, and the costs of reinstating the property damaged or disturbed in the course of work.</p>	<p>Loss or damage which:</p> <ul style="list-style-type: none"> • occurs gradually over time • results from water escaping from a shower base not fitted with a tray or water proof membrane • is caused by the porous condition of any tiles, grouting or sealant. <p>We will not pay for repair or replacement of the apparatus, tank or pipe itself.</p>
<p>(j) Impact by:</p> <ul style="list-style-type: none"> • a vehicle, an aircraft or a waterborne craft • space debris or debris from an aircraft, rocket or satellite • an animal • a falling tree or part of a tree • a mast or a television or radio aerial that has broken or collapsed <p>‘Impact’ means a collision of 2 or more objects</p>	<p>Loss or damage caused by:</p> <ul style="list-style-type: none"> • an animal kept at the site • felling or lopping trees at the site • rodents, vermin, birds or insects gnawing, chewing, pecking, clawing, scratching or in any way polluting or contaminating your home or contents.
<p>(k) Breakage of:</p> <ul style="list-style-type: none"> • any fixed glass, shower base, basin, sink, bath, lavatory pan or cistern if this Policy insures the home • glass forming part of an item of furniture, or, domestic telephones, if this Policy insures the contents. 	<p>Damage to any property other than the broken glass (except for window tinting or shatter-proofing) or shower base, basin, sink, lavatory pan, cistern or telephone.</p> <p>Any item that is chipped or scratched prior to the breakage.</p> <p>Any item where the only damage is chipping or scratching or the breakage does not extend through the entire thickness.</p> <p>Glass in a picture frame or clock.</p> <p>Glass in television sets, radios, visual display units or any other computer or electronic equipment.</p> <p>Glassware, vases, crystal or ornaments and glass objects carried by hand.</p> <p>Mobile cellular telephones.</p>

<p>(l) Fusion of an electric motor: The cost of rewinding, or at our option, replacing the motor. For refrigerators and air conditioning units, we pay for the replacement of refrigerant gas and refrigerant driers, only if replacement of the refrigerant gas or drier is made necessary because of the fusion. You will have to contribute towards the total cost of repair or replacement as follows:</p> <ul style="list-style-type: none"> • any motor up to 15 years from date of manufacture or rewinding –no contribution • for each year or part there of over 15 years of age or last rewinding -25% per year. <p>In no case will your contribution exceed 90% after applying the excess.</p>	<p>Repair or replacement of additional parts or service items.</p>
<p>(m) Spoilage of food If this Policy insures your contents, we also pay up to \$1,000 for spoilage of food in domestic refrigerators or freezers at the site caused by:</p> <ul style="list-style-type: none"> • breakdown of the refrigerator or freezer • failure of the electricity supply to the home. 	

How we will pay

Home

- (a) At our option we:
 - repair the home, or
 - replace the home to a condition substantially the same as, but not better than when new, or
 - pay the reasonable cost of its repair or replacement to a condition substantially the same as when new, or
 - pay up to the sum insured shown on your Policy Schedule.

If your home is damaged beyond economic repair, we will pay no more than the reasonable cost of replacement when new even if you have insured for an amount greater than the reasonable cost of replacement when new. When we pay your claim for your home being damaged beyond economic repair, the Policy is exhausted and comes to an end.

- (b) You may choose to have the home replaced at another site, but we do not pay more than the sum insured.
- (c) If your home is damaged beyond economic repair and you do not commence rebuilding within 6 months of the damage occurring, (or any other period which we agree with you in writing) you may have to pay any increase in cost caused by your delay.
- (d) If part of a home is damaged by an insured event and we agree to pay your claim, we pay only for the part or parts of the home that actually sustained damage. We do not pay to replace any undamaged materials.

However, if:

- it is impossible to acquire new material to replace the damaged material that reasonably matches the undamaged portion to a similar extent as immediately prior to the damage occurring, and

- the amount of damaged material that cannot be matched to the undamaged material is more than 40% of the total material that would have to be replaced if all the matching damaged and undamaged material was replaced

then we will replace both the damaged and undamaged material.

Example 1

There are 300 matching white, wall tiles in the bathroom. As a result of a burst pipe, 8 bathroom wall tiles are damaged. We would pay only the reasonable cost to repair or replace the 8 damaged tiles to a condition substantially the same as when new.

(In addition, we would pay for damage sustained in locating the leak under insured event (h) in the table under the heading ‘What you are insured against, and what you are NOT’.)

Example 2

There are 300 superseded, matching, wall tiles in the bathroom. As a result of a burst pipe, 140 wall tiles are damaged. It is impossible to locate tiles that reasonably match the remaining 160 tiles. Over 40% of the matching wall tiles have been damaged. Therefore, we would pay the reasonable cost to repair or replace all 300 tiles (140 damaged and 160 undamaged) to a condition substantially the same as when new. We would be entitled to keep the 160 undamaged wall tiles by way of salvage. We would not pay to replace any tiles located in a room other than where the loss or damage occurred.

- (e) Where materials that are required to settle a claim that we agree to pay are not commercially available in Australia, at our option, we:
 - replace the material with the nearest equivalent or similar new materials available in Australia or overseas, or
 - pay the cost to replace the material with the nearest equivalent or similar new materials available in Australia or overseas.
- (f) Retaining walls, free standing walls, gates and fences damaged by storm, rain or wind. At our option, we:
 - repair, or
 - replace the damaged wall, gate or fence, or
 - pay the reasonable cost of repair or reinstatement

to a condition substantially the same as, but not better than at the time of the damage, taking into consideration the age and condition of the damaged wall, gate or fence.

Contents

- (a) At our option we:
 - repair the damaged items, or
 - replace the items with items substantially the same as, but not better than when new, or
 - pay the reasonable cost of repair or reinstatement to a condition substantially the same as, but not better than when new, or
 - pay up to the sum insured shown on your Policy Schedule.

If your contents are damaged beyond economic repair, we will pay no more than the reasonable cost of replacement when new even if you have insured for an amount greater than the reasonable cost of replacement when new. When we pay your claim for all your contents being

damaged beyond economic repair, the Policy is exhausted and comes to an end. We will not pay more than the total contents sum insured for all contents lost or damaged.

- (b) If we agree to pay a claim where film, photos, home movies or home videos or any similar recorded material is destroyed, we pay for the replacement with new, blank film, videos or similar (e.g. If a compact disc upon which you had photos stored is destroyed, we would replace it with a new, blank compact disc). We do not pay to reconstruct any circumstances or conditions.
- (c) If we agree to pay a claim where software is lost, damaged or destroyed, we pay the cost to replace it with the nearest equivalent new software. We do not pay for any software that was acquired by you at no cost.
- (d) Where an item required to settle a claim that we agree to pay is not commercially available in Australia, at our option, we:
 - replace the item with the nearest equivalent or similar new item available in Australia or overseas, or
 - pay the cost to replace the item with the nearest equivalent or similar new item available in Australia or overseas.
- (e) The maximum we pay on the following contents items is shown in the table below. You may obtain higher limits for (a), (b), (c), or (e) by having any of these items specified on your Policy Schedule. We will pay up to the amount specified for each item.

Contents where a maximum limit applies	Maximum Limit
(a) Works of art, pictures, tapestries, rugs, antiques	\$20,000 limit
(b) Items of Jewellery, gold or silver articles, furs and watches	\$5,000 per item and in total 25% of the sum insured for unspecified contents
(c) Collections of any kind	\$5,000 per collection and in total 25% of the sum insured for unspecified contents
(d) Tools and equipment other than office or surgical equipment used by you or your family for earning income	\$20,000 in total
(e) Accessories, or spare parts of motor vehicles, caravans, trailers and watercraft NOT in or on the motor vehicle, caravan, trailer, or watercraft. We include motor vehicle keys, remote locking or alarm devices as accessories while they are not in or on the motor vehicle but we do not pay for any re-coding of devices or changing of vehicle locks.	\$1,000 in total
(f) Cash, coins and negotiables	\$1,000 in total
(g) Storm damage to or theft of contents in the open air. Open air is restricted to the site and includes non lockable structures and non lockable parts of the home	\$2,000, except for storm damage to above ground swimming pools or spas that are full
(h) Hearing aids	\$1000
(i) Bicycles	\$5000
(j) Laptop computer	\$5000

Note:

Where an item could be classified under more than one of the above maximum limits, (a) through to (g), the lower or lowest limit applies.

For example:

If an item of unspecified, antique jewellery worth \$3,000 was stolen from the home and we agreed to pay the claim, the maximum limit of \$5000 for jewellery would apply rather than \$7,500 for antiques. If the item has been specified for \$3,000, then we would pay up to \$3,000 to replace the item.

The sum we pay you would be subject to any applicable excess.

If we choose to pay to replace a specified item, we will pay no more than the amount that it would cost us to replace the item with an item substantially the same as, but not better than when new, even if you have specified the item for a higher amount, whether or not you have supplied a valuation. We have negotiated special arrangements with various suppliers to purchase items for less than retail cost. Premiums are therefore based upon us replacing items at less than retail cost.

Antiques

Where we pay a claim for an antique item, and the market value of the item exceeds the cost of its replacement with a new item because of its antiquity and rarity, we will treat the market value as though it is the cost to replace the lost or damaged antique with a new item.

For example:

An antique sterling silver claret jug created in 1880 is stolen and we agree to pay the claim. The antique jug has been specified for a value of \$11,000 and a valuation for \$11,000 has been supplied to us. To replace the item with the closest, similar new item would cost \$2,100. At the time of the loss, our inquiries indicate that to replace that antique item at market value would be approximately \$11,000 but there is no equivalent item currently for sale in Australia or overseas.

The market value of the item is higher than the new replacement cost due to the item's antiquity and rarity. In this instance, we would pay you \$11,000 for the jug rather than \$2,100. The sum we pay you would be subject to any applicable excess.

Floor and Wall Coverings, Blinds and Curtains

For wall coverings, and carpets and other floor coverings, curtains and internal blinds, we pay only for items in the room, hall or passage where the damage occurred.

Pairs and Sets

In the event of a total loss of any article or articles which are part of a pair or set or collection, we agree to pay you the full amount of the value of such pair or set or collection, and you agree to surrender the remaining article, or articles of the pair or set or collection of the pair or set or collection to us.

If you elect not to surrender the remaining article(s) of the pair or set or collection to us, then we pay no more than the actual value of them. We do not give any allowance for any special value it may have as forming part of a pair or set or collection or for any reduction in value of the remaining pair or set or collection or for any reduction in value of the remaining part or parts.

We will only pay the cost of replacing the item, even though the pair or set or collection to which it belongs is less valuable because it is incomplete.

What you are covered against**If this Policy covers your home**

If this Policy covers your home or, if the home is a strata titled residence and your contents are insured under this Policy, we insure you and any member of your family against any claim for compensation or expenses which you or the member of your family become legally liable to pay for:

- (a) the death of, or bodily injury to, any person
- (b) the loss of, or damage to, property

resulting from an occurrence during the period of insurance arising out of the ownership of the home or occupancy of the home.

We include land, trees, shrubs and other plant life on the site as part of your home.

If this Policy covers your contents

If this Policy covers your contents and the home is your primary residence, we insure you and any member of your family against any claim for compensation or expenses which you or the member of your family become legally liable to pay for:

- (a) the death of, or bodily injury to, any person
- (b) the loss of, or damage to, property

resulting from an occurrence during the period of insurance, anywhere in the world that is not related to the ownership of your home.

An 'occurrence' includes continuous or repeated exposure to substantially the same general conditions. We regard all death, bodily injury or loss or damage to property arising from one original source or cause as one occurrence.

Additional benefits – Liability

These additional benefits apply only when you occupy the home insured by this Policy as your primary residence or this Policy insures your contents in your primary residence.

Motor Vehicle Liability

What we insure you against:

- (a) We insure you and any member of your family against any claim for compensation or expenses which you or the member of your family become legally liable to pay for:
 - the death of, or bodily injury to, any person
 - the loss of, or damage to, property arising from the ownership, custody, or use of:
 - any vehicle which is a type that is not required to be registered by law
 - any motorised wheelchair
 - any domestic trailer not attached to any vehicle resulting from an occurrence during the period of insurance.
- (b) We also insure you or any member of your family against claims for:
 - death or bodily injury caused by you or your family solely as a result of you or your family being passengers in a registered vehicle
 - death or bodily injury caused by any registered vehicle if the occurrence causing the death or bodily injury takes place at the site

during the period of insurance.

We do not insure you or your family:

- (a) if you or your family are entitled to be wholly or partly insured by any compulsory statutory insurance or accident compensation scheme, or would have been, but for failure to register the vehicle or to apply for cover under the scheme or to comply with a term or condition of the scheme
- (b) if you or your family are entitled to be wholly or partly protected by any other policy of insurance which specifically covers the vehicle (except where this exclusion would contravene s.45 of the Insurance Contracts Act, 1985).

What you are NOT covered against

(applies to 'Legal Liability' and 'Additional benefits –Liability')

We do not insure you or your family:

- (a) for death, injury, loss, damage or liability of any nature which is directly or indirectly connected in any way with asbestos
- (b) against fines, penalties, or punitive, aggravated, multiple or exemplary damages.

We do not insure you or your family against liabilities arising from:

- (a) any agreement, unless liability would have attached to you or your family if that agreement did not exist
- (b) death of or bodily injury to you or to any person who normally lives with you
- (c) death of or bodily injury to anyone employed by you or by someone who lives with you if the death or injury arises out of their employment
- (d) damage to property belonging to you or any person who normally lives with you or to your or their employees
- (e) any workers compensation legislation, industrial award or agreement, or statutory accident compensation scheme
- (f) the ownership, custody, or use of any lift, aerial device or aircraft (except model aircraft or toy kites), aircraft landing area, boat exceeding 4 metres in length (except canoes, surfboards, surf skis or sailboards) or motorised watercraft in excess of 10 horsepower
- (g) the conduct of any activity carried on by you or your family for reward except for letting the home for domestic purposes or babysitting on a casual basis
Babysitting cannot be considered to be on a casual basis where:
 - the babysitting is not of a casual nature
 - any licence or other permission is required by any government body or public authority in order to legally conduct the babysitting
 - the income derived from babysitting is the primary or only source of the household's income
 - there is a registered business associated with the babysitting.
- (h) vibration or the weakening of, removal of or interference with support to land, buildings or other property
- (i) construction or demolition of a building, including the home if the value of the work exceeds \$50,000
- (j) death or bodily injury to any person arising out of pregnancy or the transmission of any communicable disease by you or your family
- (k) the ownership of land, buildings or structures other than the home. If you have insured your contents only, then you are not covered for any legal liability arising from the ownership of any land, buildings or structures
- (l) loss, damage or injury intentionally caused by you or a member of your family or a person acting with your consent or the consent of any member of your family
- (m) the lawful seizure, confiscation, nationalisation or requisition of the property insured
- (n) destruction of or damage to property by any government or public or local authority
- (o) the ownership or use of any motor vehicle other than under the cover given by the 'Additional benefit – Motor Vehicle Liability'

- (p) any act or omission that is knowingly illegal, dishonest, fraudulent, wilful, malicious or done with reckless disregard for their consequences by you, your family or a person acting with the consent of you or your family.

What we will pay

- (a) We pay up to \$20,000,000 for any one occurrence.
- (b) We do not pay more than this amount in total under all policies we have issued to you which cover the same liability.
- (c) In addition to this amount, we pay legal costs for which we have provided prior written approval.

We give you the following additional benefits. For any additional benefits to be payable, you must suffer or incur the relevant loss, liability or damage during the period of insurance.

We pay additional benefits 1 to 18 as part of the sums insured for home or contents, depending on the type of cover you have chosen:

1. Temporary Removal of your Contents

If this Policy insures your contents in your primary residence, we also insure them in a bank or safe deposit, or for a period of up to 180 consecutive days while you or your family are residing in any dwelling or residential flat, boarding house, boarding school, hotel, motel, residential club, nursing home or hospital, anywhere in Australia.

We also insure your contents when they are being carried by you or your family anywhere in Australia, excluding any cover for theft (apart from any cover under 'Additional benefit 2 –Robbery away from home').

We do not pay for any loss or damage to:

- (a) contents in the open (including non-lockable structures) away from the site, or in a vehicle, caravan, tent, watercraft or aircraft
- (b) property used in connection with a profession, trade or business.

We pay up to 25% of the sum insured under unspecified contents on the Policy Schedule, however the sub-limits will also apply as set out in the table under 'How we will pay –Contents' point (e).

Contents are not covered for loss or damage if you have permanently removed them from the home, other than as provided under 'Additional benefit 9 –Change of Site'.

For the purpose of this additional Benefit "Home Contents" includes items purchased by you but not yet transported to the home building.

2. Robbery away from home

This additional benefit applies if this Policy insures your contents in your primary residence.

We will insure your handbag and/or wallet and personal effects contained in them if you are assaulted and robbed of your handbag and/or wallet while you are away from your home, if:

- (a) you (or if you are hospitalised, you or someone on your behalf) report the incident to police as soon as possible, or in any event within 24 hours of the assault, and
- (b) you can demonstrate evidence of an assault.

The maximum we will pay under this additional benefit is:

- (a) for the handbag or wallet, up to \$250 each
- (b) for personal effects contained in the handbag or wallet, excluding cash and negotiables, up to \$250
- (c) for cash or negotiables contained in the handbag or wallet, up to a maximum of \$300
- (d) a total of \$800 in any period of insurance.

3. Fees

If this Policy insures your home, and

- it is damaged as a result of an insured event, and
- we agree to pay a claim

we pay any reasonable fees which we have approved and which are incurred directly in relation to repair or replacement of your home.

4. Removal of debris

If this Policy insures your home, and

- it is damaged as a result of an insured event, and
- we agree to pay a claim

we pay the reasonable costs of demolition and removal of debris from the site to the nearest authorised facility.

If the damage is caused directly by a fallen tree that has, as a result of the insured event, become debris, we will remove the tree from the site. We will remove a standing tree or branch that formed part of the tree that caused the insured damage only if:

- (a) we agree that the remaining tree or branch is unsafe
- (b) the remaining tree or branch only became unsafe as a direct result of the insured event causing damage to the tree, and
- (c) all necessary approvals have been obtained and removal of the tree or branch would not result in a breach of any laws, by-laws, regulations or contractual obligations.

We will remove a stump that formed part of the tree that caused the insured damage only if:

- (a) all necessary approvals have been obtained and removal of the stump would not result in a breach of any laws, by-laws, regulations or contractual obligations, and
- (b) not removing the stump would interfere with repairing or replacing the damaged part of the home required to settle your claim.

If this Policy insures your contents, and

- they are damaged by an insured event, and
- we agree to pay a claim

we pay the reasonable costs of removal of contents debris from the site to the nearest authorised facility.

5. Extra costs of reinstatement

If this Policy insures your home, and it is damaged as a result of an insured event and we agree to pay a claim, we pay the extra costs necessary to meet the requirements of any statutory authority in connection with rebuilding or repairing your home at the site.

If only part of your home is damaged, we pay only the extra costs you incur in repairing that part.

We do not pay any extra costs which resulted from any notice which a statutory authority served on you before your home suffered loss or damage.

6. Illegal use of credit card or financial transaction card

If this Policy insures your contents and a credit card or financial transaction card is lost or stolen, we pay up to \$5,000 towards any legal liability you incur from its unauthorised use.

We do not pay if:

- the card does not belong to you or your family
- you have not complied with the card issuer's requirements
- the unauthorised user of the card is someone living at the site.

7. Visitors' contents

If this Policy insures your contents in your primary residence we also insure contents up to \$5,000 in total belonging to any visitors temporarily living with you at the site for up to 30 consecutive days.

We do not pay:

- for visitors' contents that are insured under another policy taken out by someone other than you or your family
- for any cash or negotiable instruments.

8. Replacement of locks and keys

We pay up to \$2,500 to replace/alter locks or keys, if:

- locks to your home are damaged, or
- keys to your home are lost, damaged or stolen from anywhere in Australia

by someone entering your home illegally.

9. Change of site

If this Policy insures your contents and you are moving into a new home within Australia, we insure your contents at both sites for a maximum of 30 days. The maximum we pay at each site will be the proportion of the sum insured that the value of the contents at that site bears to the total value of the contents at both sites.

You must tell us of your new address within 30 days of first moving to it. If you wish to insure your contents at your new address after that 30 days we must agree to insure them at that address.

You must pay us any additional premium we ask for and comply with any conditions we impose.

10. Contents being conveyed to your new residence

This additional benefit applies if this Policy insures your contents in your primary residence.

We insure your contents if they are damaged while they are in a vehicle being used to convey your contents. The damage must occur directly as a result of:

- theft from the conveying vehicle involving the use of violent force
- flood on the conveying vehicle
- fire on the conveying vehicle
- collision and/or overturning of the conveying vehicle

while your contents are in transit by road to:

- your new, principal place of residence, or
- a storage facility at which your contents or some of your contents will be temporarily located pending conveyance to your new principal place of residence

within Australia.

We do not insure your contents:

- for removal to any residence other than one intended to be occupied by you as your principal residence
- for damage to china, glass, earthenware or any other item of a brittle nature
- for damage caused by scratching, denting, bruising or chipping
- outside Australia.
- For any more than \$5,000 in any one Period of insurance

11. Contracting purchaser

If this Policy insures your home, and you have entered a contract to sell the home, this Policy insures the purchaser from:

- when they become liable for any damage to the home until the contract is settled or terminated, or
- until the purchaser insures the home whichever happens first.

12. Trees, shrubs and plants

If this Policy covers your home buildings, we pay up to \$150 for damage to any one tree, shrub or plant within the homestead block and up to \$1,500 in total in any one period of insurance caused directly by an insured event described in, 'What you are insured against, and what you are NOT'. We treat all grass and lawn on the site as one plant.

We do not insure you for any event that is not sudden and unforeseen.

We only repair or replace trees, plants or shrubs, that as a direct result of the insured event, are so damaged that they die, are permanently disfigured or not recovered after being stolen.

13. Veterinary expenses for domestic cats and dogs

If you occupy the home insured by this Policy as your primary residence or this Policy insures your contents in your primary residence, we pay the reasonable veterinary expenses incurred by you if your domestic cat or dog, normally kept at the site, is accidentally injured as a result of a road accident, fire, lightning or earthquake.

We will not pay:

- more than \$1,000 in total in any one period of insurance
- costs or expenses resulting from the physical loss, theft or death of an animal including but not limited to post mortem, disposal, burial or cremation
- routine elective or preventative veterinary treatment such as vaccinations, spaying or heartworm testing
- for treatment of any pre-existing condition
- for treatment of injury or illness arising from or connected with a sporting event, cat or dog show, business, occupation or commercial activity, including but not limited to guard dog services, commercial breeding, hire or renting out of the animal, or
- if the injured cat or dog was not registered and/or micro-chipped as required by any law or regulation made by any government or public authority.

14. Taxation audit

If you occupy the home insured by this Policy as your primary residence or this Policy insures your contents in your primary residence, we will pay or reimburse you for accountants fees which you reasonably incur as a result of your personal taxation affairs being audited by the Australian Taxation Office.

The maximum we pay is \$5,000 for any one audit.

We do not pay or reimburse you for:

- any fines, penalties or shortfall in the amount of tax payable
- any audit conducted in relation to criminal activity
- any audit not commenced during the period of insurance
- any fees incurred outside any statutory time limit

- any fees incurred as a result of any fraudulent act or fraudulent admission or any statement made by you or on your behalf to a taxation officer which:
- is false or misleading in a material particular, and
- can be attributed to deliberate evasion or recklessness as stipulated in income tax ruling IT2517.
- any audit conducted in relation to any facts or circumstances of which you were aware, or ought to have been aware, prior to the commencement of this Policy which were likely to lead to your making a claim under this Policy, or
- any fees incurred in relation to any enquiries from the Australian Taxation Office which are not related to an identified intention to conduct an audit.

15. Legal defence costs

If you occupy the home insured by this Policy as your primary residence or this Policy insures your contents in your primary residence, we will pay or reimburse you for your legal fees, costs, and expenses which you reasonably incur in legal proceedings initiated against you by a third party (and defended by you) but only where the proceedings are commenced in Australia during the period of insurance.

The maximum we pay is \$5,000 for any one claim or series of claims arising from the same cause or event.

We do not pay or reimburse for proceedings or claims:

- for or relating to fines, penalties, punitive damages
- by family members including spouse, ex-spouse, partner, or ex-partner
- for or relating to divorce, separation, child visiting, maintenance, property disputes
- for or relating to dishonesty, intentional violence, misconduct
- for or relating to defamation or slander
- relating to facts or occurrences, occurring prior to the commencement of the Policy which you knew or ought to have known at the time of commencement of this Policy, would, or might, give rise to a claim
- initiated, threatened or commenced prior to the commencement of this Policy
- under or relating to any workers compensation legislation, industrial award or agreement, or statutory accident compensation scheme or compulsory third party insurance
- which could have been made under Section 3 'Your legal liability' if you had chosen to insure your home (if you own it) or your contents.

16. Waiver of excess if your property is a total loss

You are not required to pay an excess if we agree to pay a claim as a result of damage that renders your home, contents or both beyond economic repair.

17. Monitored alarm attendance after theft

If this Policy insures your contents in your primary residence, we will pay up to \$1,250 for the reasonable costs actually incurred by you for the security firm that monitors your burglar alarm to attend your home during or immediately after an actual or attempted theft from your home if:

- there is evidence of forcible or violent entry
- the theft or attempted theft is not committed by any person who is living at the site, and
- you report the incident to police as soon as possible and in any event, no more than 24 hours after the theft or attempted theft occurred.

We do not pay:

- for any false alarms, or
- where there is no evidence of a theft or an attempted theft, or
- more than \$1,250 in any period of insurance.

18. Replacement of documentation

If this Policy insures your contents in your primary residence we will pay up to \$1,000 for the reasonable costs to replace the following documentation directly damaged by an insured event that has caused a claim that we agreed to pay:

- Title Deeds
- Birth Certificates
- A Marriage Certificate
- Passports
- Drivers Licences
- Proof of Age Card

We pay additional benefits 19 to 24 over and above the sums insured for home or contents, depending on the type of cover you have chosen.

19. Loss of rent or temporary accommodation

We pay the following benefit if your home is so damaged by an insured event that it cannot be lived in or let to tenants:

If this Policy insures your Home

We pay up to \$20,000 or 20% of the sum insured for your home, whichever is the higher, for:

- (a) loss of rent or rentable value if the home is tenanted or is between tenants at the time the loss or damage occurred
- (b) additional cost of reasonable temporary accommodation where the home is your principal place of residence.

If this Policy insures your Contents

We pay up to \$20,000 or 20% of the sum insured for your contents, whichever is the higher, for:

- (a) loss of rent or rentable value if the home is a strata title residence and it is tenanted or is between tenants at the time the loss or damage occurred
- (b) additional cost of reasonable temporary accommodation where you are a tenant or strata title owner permanently residing in the home.

We do not pay for:

- (a) loss of rent if the home has been untenanted for 30 consecutive days immediately before the loss
- (b) any rent lost outside the period of untenantability
- (c) any rent lost later than 12 months after the damage occurs.

20. Automatic reinstatement of sum insured

This benefit applies to the sums insured for home and unspecified contents as shown on your Policy Schedule.

Following payment of a claim other than a claim for total loss the sums insured will be reinstated, unless:

- you request otherwise
- we tell you otherwise.

21. Inflation adjustment

This benefit only applies to the home and contents sums insured as shown on your Policy Schedule.

During each period of insurance we increase the home and contents sums insured in line with Consumer Price Index.

22. Compensation for death

If this Policy insures your contents in your primary residence,

- we pay to the legal representative of the deceased person up to \$10,000 in the event of death of you or a member of your family normally living with you
- as a direct result of physical injury caused by an event at the site

if the event that caused the death also caused damage for which we agree to pay a claim.

We do not pay in any one period of insurance more than \$10,000 in total under this additional benefit.

23. Modifications to the Home

If you occupy the home insured by this Policy as your primary residence, or this Policy insures your contents in your primary residence, and as a direct result of an insured event occurring at the site for which we agree to pay a claim:

- you, or
- a member of your family normally living with you

permanently become a paraplegic or quadriplegic, we pay up to \$10,000 for the cost incurred by you in modifying your home or in relocating you to a suitable home.

By the terms 'paraplegic' and 'quadriplegic', we mean paraplegia and quadriplegia that continues for a period of twelve months and for which there is a prognosis made by a qualified and registered medical practitioner that it will continue for an indefinite period.

24. Legal costs

If this Policy insures your home, we pay the reasonable legal costs incurred in discharging your mortgage following settlement of a claim for total loss.

The following options may be obtained on application, and for an additional premium:

- 1 Valuables
- 2 Domestic Workers Compensation

1. Valuables

If you have selected and paid for this valuables option, we insure you and your family:

- anywhere in Australia or New Zealand, and
 - for up to 90 days in any one period of insurance, anywhere in the world
- against loss, theft or damage to unspecified or specified valuables items.

You can choose to insure your valuables as either:

- unspecified valuables, or
- specified valuables.

Your Policy Schedule indicates whether you have chosen this option and whether you have selected unspecified valuables or specified valuables. You can select unspecified valuables without having to specify individual items. If you select unspecified valuables, you are required to nominate a total unspecified valuables sum insured. Each individual item is then insured for a maximum of 25% of the total unspecified valuables sum insured.

If you select specified valuables, then you must specify each item you wish to insure as a specified valuable and provide valuations and/or receipts, unless we tell you that a valuation is not required.

There are some limitations below and under 'When you are not covered', which you must read.

What we insure

Unspecified valuables

Unspecified valuables are items of personal property, which means:

- jewellery
- gold or silver objects
- watches
- sporting equipment including bicycles, except while in use or play
- camping equipment, back packs and sleeping bags
- photographic equipment including video equipment
- musical equipment
- battery operated sound equipment
- binoculars
- clothing
- wheel chairs, crutches and walking sticks
- prams or strollers
- luggage
- personal mobile cellular phones, portable computers
- contact lenses, eye-glasses
- other personal belongings specifically designed to be worn or carried on the person.

Specified valuables

Specified valuables, if you have chosen to insure them, are those items shown as 'Specified valuables' on the Policy Schedule.

What we do not insure

The following items are not covered under this Valuables option:

- vehicles (including motor cycles and motor scooters), aircraft, aerial devices, watercraft or anything associated with these items
- property used in connection with a profession, trade or business, or otherwise for reward
- cash and negotiables
- unset precious or semi-precious stones
- items being cleaned, repaired, restored, or on exhibition away from the site.

How much we will pay for loss or damage

- (a) At our option we:
- repair the damaged item, or
 - replace the lost or damaged item with an item substantially the same as, but not better than when new
 - pay the reasonable cost of repair or reinstatement to a condition substantially the same as, but not better than when new, or
 - pay up to the sum insured shown on your Policy Schedule against the item.

This means:

- if the loss or damage is to unspecified valuables, we will pay up to the total sum insured for unspecified valuables. However, for each unspecified item, we will not pay more than 25% of the sum insured for unspecified valuables on the Policy Schedule.
- for specified items, we will pay up to the sum insured shown on the Policy Schedule against the item.

If we choose to pay to replace a specified valuable item, we will pay no more than the amount that it would cost us to replace the item with an item substantially the same as, but not better than when new, even if you have specified the valuable for a higher amount, whether or not you have supplied a valuation. We have negotiated special arrangements with various suppliers to purchase items for less than retail cost. Premiums are therefore based upon us replacing items at less than retail cost.

When we pay your claim for all your valuables on the Policy being damaged beyond economic repair (or not being recovered), the valuables section of the Policy is exhausted and comes to an end.

- (b) If we agree to pay a claim where film, photos, home movies or home videos or any similar recorded material is destroyed, we pay for the replacement with new, blank film, videos or similar (e.g. If a compact disc upon which you had photos stored is destroyed, we would replace it with a new, blank compact disc). We do not pay to reconstruct any circumstances or conditions.
- (c) If we agree to pay a claim where software is lost, damaged or destroyed, we pay the cost to replace it with the nearest equivalent new software. We do not pay for any software that was acquired by you at no cost.
- (d) Where an item required to settle a claim that we agree to pay is not commercially available in Australia, at our option, we:
- replace the item with the nearest equivalent or similar new item available in Australia or overseas, or
 - pay the cost to replace the item with the nearest equivalent or similar new item available in Australia or overseas.

(e) Pairs and Sets

In the event of a total loss of any article or articles which are part of a pair or set or collection, we agree to pay you the full amount of the value of such pair or set or collection, and you agree to surrender the remaining article, or articles of the pair or set or collection of the pair or set or collection to us.

If you elect not to surrender the remaining article(s) of the pair or set or collection to us, then we pay no more than the actual value of them. We do not give any allowance for any special value it may have as forming part of a pair or set or collection or for any reduction in value of the remaining pair or set or collection or for any reduction in value of the remaining part or parts.

We will only pay the cost of replacing the item, even though the pair or set or collection to which it belongs is less valuable because it is incomplete

‘Excess’ means the first amount you must contribute to any claim you make under this Policy.

We deduct the excess shown in the Policy or on the current Policy Schedule from the amount of your claim.

Where a sub-limit is applicable, the excess will be applied to the claim prior to applying the sub-limit. For example, if a ring worth \$6,000 was stolen from the home and it has not been specified, the \$5,000 per item jewellery sub-limit would apply. If a \$100 excess was applicable, this would be applied to the \$6,000 claim, rather than the \$5,000 sub-limit. Therefore, \$5,000 would be payable.

If the ring had been specified for \$6,000, we would pay \$5,900 the \$6,000 claim less the \$100 excess. If the stolen ring was worth only \$1,000, we would pay \$900 – \$1,000 less the \$100 excess.

For earthquake claims the excess is \$200, or the amount shown on your Policy Schedule, whichever is greater.

All loss, destruction or damage occurring within a period of 48 hours of the earthquake is regarded as the one event.

When you will NOT have to pay an excess

You will not have to pay an excess if we agree to pay a claim as a result of damage that renders your home, contents or both beyond economic repair.

General exclusions applying to this Policy

This Policy does not insure death, injury, illness, loss, damage, cost or expenses of any nature directly or indirectly caused by, resulting from, or in connection with, any of the following regardless of any other contributing cause or event:

1. war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to any uprising, military or usurped power; or
2. any act of Terrorism.

For the purpose of this Exclusion, Terrorism means an act including but not limited to the use or threat of force or violence by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is committed for, or in connection with, political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public or any section of the public in fear.

This Policy also excludes death, injury, illness, loss, damage, cost or expenses of any nature directly or indirectly caused by, resulting from, or in connection with, any action taken in controlling, preventing, suppressing or in any way relating to, the above Exclusions.

3. Liability directly or indirectly caused by or contributed to by or arising from:
 - (a) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exclusion only, combustion shall include any self-sustaining process of nuclear fission; or
 - (b) nuclear weapons material.

Additional exclusions applying to this Policy

These additional exclusions apply to cover for your home, contents, additional benefits and valuables (if you have chosen that option).

- (a) loss or damage intentionally caused by you or a member of your family or a person acting with your consent or the consent of any member of your family
- (b) loss or damage resulting from or caused by:
 - the lawful seizure, confiscation, nationalisation or requisition of the property insured
 - destruction of or damage to property by any government or public or local authority
 - the deliberate application of heat (for example, this would include where an element under or forming part of a ceramic cooktop causes damage to the cooktop)
 - inherent defects, structural defects, faulty workmanship, faulty design or any gradual process
 - wear, tear, rust, corrosion, depreciation or gradual deterioration
 - mildew, mould, algae, atmospheric or climatic conditions (other than as described under insured event, (b) storm)
 - settling, shrinkage or expansion in buildings, foundations, walls or pavements
 - the removal or weakening of supports or foundations for the purpose of alterations, additions, renovations or repair
 - damage to swimming pools or similar structures caused by hydrostatic pressure
 - mechanical, electrical or electronic breakdown with the exception of fusion to electric motors as described under insured event (k) (under 'Section 2: Cover for your Home and Contents – Insured Events') or if a claim is payable as the result of a lightning strike under insured event (c) (under 'Section 2: Cover for your Home and Contents – Insured Events')

- loss or damage caused by:
 - (a) the corruption or destruction of data, coding program or software, or
 - (b) the unavailability of data and/or malfunction of hardware, software and/or embedded chips, or
 - (c) any business interruption losses resulting therefrom.

Provided that this Exclusion shall not apply where such loss or damage occurs as a direct result of physical damage which is otherwise insured by this Policy.

- any consequential loss other than that specifically provided by this Policy
- any process of cleaning involving the use of chemicals
- vermin, birds, wildlife or insects gnawing, biting, chewing, pecking, clawing, scratching or in any way polluting or contaminating your home or contents

For example: If a mouse was to chew through an electrical wire, which led to a fire, the damage caused directly by the fire would be covered by this Policy under insured event (a), however any damage caused by the mouse's chewing would not be covered by this Policy.

- tree roots
- erosion, subsidence, landslide or earth movement other than as a direct result of one of the following insured events (refer to Part B, items a, b, d & h, under 'What you are insured against, and what you are NOT'):
 - storm
 - flood
 - earthquake
 - explosion
 - escaping liquid and occurring no more than 72 hours after the event
- the action of the sea, high water, tidal wave, tsunami
'tsunami' means a sea wave caused by a disturbance of the ocean floor or by seismic movement.

- (c) loss or damage to:
 - sporting equipment while in use or play
 - bicycles while they are being ridden
 - items for sale on consignment.

Changing your Policy

If you want to make a change to this Policy, the change becomes effective when:

- we agree to it, and
- we give you a new Policy Schedule detailing the change.

Other Interests

You must not transfer any interests in this Policy without our written consent.

Any person whose interests you have told us about and we have noted on your Policy Schedule is bound by the terms of this Policy.

Cancelling your Policy

How you may cancel this Policy

- You may cancel this Policy at any time by telling us in writing that you want to cancel it.
- Where 'you' involves more than one person, the Insurers will only cancel the Policy when a written agreement to cancel the Policy is received from all persons named as the insured.

How we may cancel this Policy

- We may cancel this Policy in any of the circumstances permitted by law by informing you in writing.
- We will give you this notice in person or send it to your address last known to us.

The premium

We will refund to you the proportion of the premium for the remaining period of insurance.

Notices

Any notice we give you will be in writing, and it will be effective:

- if it is delivered to you personally, or
- if it is delivered or posted to your address last known to us.

It is important for you to tell us of any change of address as soon as possible.

Changes

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

Examples of circumstances where the risk of loss, damage or injury may increase include where:

- you are having renovations undertaken
- the home is left vacant or unoccupied for a period exceeding 60 days
- the home falls into a state of disrepair
- your home is opened up to the public for an exhibition or similar event (including if it is not for reward), or
- you are participating in a public exhibition (including if it is not for reward).

Unoccupancy

If your home is unoccupied for more than 60 consecutive days, you must tell us and obtain our written agreement for cover to continue.

If you do not do so, the cover for home and contents is limited to lightning, thunderbolt and earthquake for the period in excess of 60 consecutive days during which the home has been left unoccupied.

The period of 60 consecutive days is calculated from the date when the home was last occupied regardless of the commencement or renewal date of the Policy.

‘Occupied’ means that the home is furnished such that it is comfortably habitable and you, your family or someone with your consent has resided in the home overnight.

To be occupied the home must:

- contain at least one usable bed/mattress
- contain at least one dining table or bench, a chair and some other furniture
- contain a functioning refrigerator
- be connected to the electricity, and
- be connected to hot and cold running water.

Salvage

We are entitled to obtain and retain any items or materials that are salvaged or recovered after you make, and we agree, to pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds. We may choose to sell the items or materials to you, if you agree to pay the market price for the items or materials.

Care and maintenance

If you do not take reasonable care to:

- protect and maintain the property insured
- prevent damage or injury to others or their property
- minimise the cost of any claim under this Policy, or
- comply with all statutory obligations and by-laws or regulations relating to the safety of person or property

we will not pay for loss, damage, liability or injury to which this failure to take reasonable care contributes.

Adjustment of premium on renewal

If a claim occurs in the previous period of insurance and you do not notify us until after the premium for the current period of insurance was calculated, then you must pay any additional premium that would have been calculated had you told us about the claim on the day that the claim occurred. This condition does not affect any other rights that we have, including the rights that we have under ‘Your Duty of Disclosure’.

Strata title mortgagee’s interest

This cover applies only if you have arranged this Policy to insure only the interest of a mortgagee in a strata title unit.

This cover only applies when you own part of a building that has been subdivided into strata, community or similar title units and you have a mortgage on that part of the building.

We will pay the mortgagee the lowest of:

- (a) the sum insured shown on the Policy Schedule
- (b) the amount to repair the damage to a condition similar to but no better than when new

- (c) if the body corporate (or similar) partially covers the loss, then the difference between what the body corporate's insurance pays and the cost of the damage, or
- (d) the amount sufficient to discharge the mortgage held by you over the unit at the date of damage.

We pay only that part of the claim that applies to the interest of the mortgagee.

We only pay a claim if:

- (a) a claim would be payable under insured events (a) to (j) of this Policy (and not subject to any exclusion or other limitation in the Policy)
- (b) the policy of the body corporate or similar does not apply or only partially covers the loss, and
- (c) the mortgagee requires you to discharge your mortgage.

If you have arranged this Policy to insure only the interest of a mortgagee in a strata title unit:

- (a) no additional benefits are payable under this Policy
- (b) no legal liability cover is provided, and
- (c) no optional covers such as Domestic Workers Compensation, or Valuables Cover are provided.

What you must do

If an event happens which may give rise to a claim you must:

- take all reasonable precautions to prevent further loss, damage or liability
- notify the police immediately if any of your property is lost, stolen, or maliciously or intentionally damaged
- tell us or your Financial Services Provider as soon as possible. You will be provided with a claim form and advice on the procedure to follow
- supply us with all information we require to settle or defend the claim
- notify us of any other insurance covering the same loss, damage or liability
- co-operate with us fully in any action we take if we have a right to recover any money payable under this Policy from any other person.

In an emergency outside normal business hours you may ring our emergency service on 0418 836 595 for assistance.

If in doubt at any time, ring us or your Financial Services Provider for advice.

What you must not do

You must not:

- authorise repairs to or arrange replacement of any of the property insured in connection with any claim without our consent, other than emergency repairs necessary to prevent further loss. If we agree to pay your claim, we will pay for these repairs, but you must retain all receipts.
- admit liability if an accident occurs which is likely to result in someone claiming against you.

What we do

We may take over and conduct the defence or settlement of any claim or issue legal proceedings for damages. If we do this we will do it in your name. We have full discretion in the conduct of any legal proceedings and in the settlement of any claim. You must co-operate by giving us any statements, documents or assistance we require. This may include giving evidence in any legal proceedings.

What can affect a claim

We will reduce the amount of a claim by the excess shown in the Policy Terms and Conditions or on the Policy Schedule.

We may refuse to pay a claim if you are in breach of your Duty of Disclosure or any of the conditions of this Policy, including any endorsements noted on or attached to the Policy Schedule.

We pay only once for loss or damage from the same event covered by this Policy even if it is covered under more than one section of the Policy.

We may be entitled to refuse to pay or to reduce the amount of a claim if:

- it is in any way fraudulent, or
- any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this Policy.

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