pip.



Product Disclosure Statement (PDS)

Landlord Property Insurance

the property insurance people

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About this document

Overview
This document sets out information about our Landlord Property Insurance cover and is designed to assist you in making an informed decision about whether to buy or retain this insurance.

Your insurance contract
When you buy this insurance product, we enter into a contract with you (this contract is your Policy), which is made up of:

- this Product Disclosure Statement (PDS) and Policy Wording (which describes the insurance cover provided under your Policy in detail);
- your Certificate of Insurance (which sets out the cover you have chosen and any terms specific to you); and
- any Endorsements or notice we give you in writing.

Each of these documents is a Policy Document.

You must read the Policy Documents carefully and ensure that you fully understand the terms of the insurance cover provided under your Policy, including the interests and amounts insured. If any of these things are not in accordance with your requirements or you are in doubt as to the meaning or the potential impact of the Policy Documents, please contact Pip – the Property Insurance People (Pip).

Please keep your Policy Documents, together with any receipts and other evidence of ownership and value of items insured under your Policy, in a safe place.

Currency
All amounts shown on the Policy are in Australian dollars ($).

Governance
Reference to any Act, statute or statutory instrument shall include modifications or replacements.

This PDS was prepared on 1 June 2026. It applies to policies commencing on or after 1 August 2026

Document Reference: PDS BZ_PIP_LL_260401

About Pip – the Property Insurance People and the Insurer

Who issues the Policy?
Blue Zebra Insurance Pty Ltd trading as Pip – the Property Insurance People (ABN 12 622 465 838, AFSL 504130) issues this insurance as an agent of the insurer and not as an agent for you.

Pip acts under a binding authority for the Insurers and not you, which allows Pip to issue and administer this insurance on behalf of the insurer and to deal with or settle claims on the insurers' behalf.

You can contact Pip by:

Mail: PO Box 8022, Cloisters Square PO, WA 6850

Phone: 1300 307 072

Email: hello@pipinsurance.com.au

About the Insurers
This insurance is jointly underwritten, for their respective shares, by:

- Chubb Insurance Australia Limited (Chubb) of Level 38, 225 George Street, Sydney NSW 2000 (ABN 23 001 642 020, AFSL 239687);
- AIG Australia Limited (AIG) of Level 19, 2 Park Street, Sydney NSW 2000 (ABN 93 004 727 753, AFSL 381 686);
- HD Global Specialty SE (HDI), acting through its Australian branch, HDI Global Specialty SE - Australia of Level 19, 20 Martin Place, Sydney NSW 2000 (ABN 58 129 395 544, AFSL 458776)

  (the Insurers).

Chubb, AIG and HDI's obligations under this policy are several and not joint. Each of their obligations are limited to the extent of their respective share of the risk, and each insurer is not liable for each other's share if any insurer does not satisfy any part or all its obligations under this policy.

Who is the Insured?

The person insured under this Policy is identified by the name and/or Policy number set out in your Certificate of Insurance.

General advice only

The advice contained in this document is general in nature. It does not take into account your personal objectives, financial situation or needs. Because of this, you should read the Policy Documents carefully to determine whether this Policy is right for you.

If you require personal advice, you may want to seek advice from an insurance broker or financial advisor before making the decision to purchase, vary or cancel your insurance.

Words with special meanings

Certain words and phrases have special meaning when they appear in this document. Refer to the General Definitions (which start on page 13) for a list of the defined terms and their meaning.

Insurance is a consumer insurance contract

This insurance is a consumer insurance contract for the purposes of the Insurance Contracts Act 1984 (Cth) (Insurance Contracts Act).

Landlord Property Insurance Overview

About this insurance

This Policy is designed to cover you for Accidental physical loss or Damage to your investment property helping to protect you against certain types of financial loss.

Cover available

The below is only a summary of the significant features and benefits of our Landlord Property Insurance Policy. For full details about the terms that apply to the Policy, including the conditions, exclusions and limits that apply to insurance cover please refer to the Policy Documents.

Before making a decision about this insurance, please read and consider the Policy Documents, including the General Definitions (page 13), General Exclusions (which starts on page 42) and your General Conditions (which starts on page 45) and your Certificate of Insurance.

Type of Cover	Maximum Limit
Building (Section 1 of the Policy)	
(Optional - Customised Cover)	
Accidental physical loss or Damage to your Building	The Sum Insured for your Building except for fences and gates located at your Risk Address which are sub-limited. The most we will pay for Damage to any fences or gates located at your Risk Address is $20,000 per Claim
Theft, attempted theft or burglary	Up to 10% of the Sum Insured for your Building
Removal of Debris	Up to 10% of the Sum Insured for your Building. This benefit is paid in addition to the Sum Insured for your Building.
Professional and Authority fees	$30,000 per Claim in addition to your Sum Insured or up to 10% of the Sum Insured for your Building, whichever is the lesser
Exploratory costs	Up to $5,000
Locks and keys	Up to $1,000
Landscaping, trees, plants and shrubs	Up to $2,000
Temporary repairs	Reasonable costs to prevent further physical loss or Damage
Loss of metered water or gas	Up to $500
Rainwater tank	Up to an additional $1,500 in the event of a total loss. (If the property already has a rainwater tank, then it falls as part of the Building and is covered up to the Building Sum Insured)
Solar panels	Up to an additional $2,000 in the event of a total loss. (If the property already has solar panels, then it falls as part of the Building and is covered up to the Building Sum Insured)
Mortgage discharge costs	Up to $5,000
Tax audit fees	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Fumigation costs	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Legal expenses	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover)
Electric Motor Burnout	Motor replacement up to 15 years of age

Type of Cover	Maximum Limit
Building (Section 1 of the Policy)	
(Optional - Customised Cover)	
Production of Controlled Drugs – clean up and repair of Damage caused by controlled drug activity	Up to $60,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)

Type of Cover	Maximum Limit
Contents (Section 2 of the Policy)	
Accidental physical loss or Damage to your Contents	Up to the Sum Insured for your Contents
Theft, attempted theft or burglary	Up to the Sum Insured for your Contents
Removal of Debris	Up to 10% of the Sum Insured for your Contents. This benefit is paid in addition to the Sum Insured for your Contents.
Temporary repairs	Reasonable costs to prevent further physical loss or Damage
Tax audit fees	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Fumigation costs	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Electric Motor Burnout	Motor replacement up to 15 years of age
Legal expenses	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover)
Production of Controlled Drugs – clean up and repair of Damage caused by Controlled Drug activity	Up to $60,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)

Type of Cover	Maximum Limit
Legal Liability (Section 3 of the Policy)	
Legal liability to pay for personal injury or property damage in connection with your ownership of your Building and/or Contents	Up to $20 million. (This is the total combined limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)

Type of Cover	Maximum Limit
Loss of Rent (Section 4 of the Policy)	
Loss of Rent as a result of Damage that is insured by and accepted under your Policy and your Risk Address becomes Uninhabitable for more than 7 days	Up to 52 weeks Rent, up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance
Prevention of access	Up to 52 weeks Rent, up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance

Type of Cover	Maximum Limit
Damage and Theft by Tenant (Section 5 of the Policy)	
(Optional - Customised Cover)	
Deliberate Damage by Tenant	Up to the Sum Insured for your Building Up to $70,000 for your Contents

Type of Cover	Maximum Limit
Damage and Theft by Tenant (Section 5 of the Policy)	
(Optional - Customised Cover)	
Damage by Pets	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Theft by Tenant	Up to the Sum Insured for your Building Up to $70,000 for your Contents
Legal expenses	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover)
Garbage removal	Up to $500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)

Type of Cover	Maximum Limit
Tenant Default (Section 6 of the Policy)	
(Optional - Customised Cover)	
Tenant Default – Departure without notice and/or payment	Up to 20 weeks Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance
Tenant Default – Court, tribunal or relevant authority ordered termination	Up to 20 weeks Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance Up to $1,000 for the cost of re-keying locks following a court, tribunal or relevant authority ordered termination
Tenant Default – Death, murder or suicide (or attempted murder or suicide)	Up to 26 weeks Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance
Tenant Default – Financial Hardship	Up to 12 weeks Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance
Tenant Default – Domestic Violence	Up to 20 weeks Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance
Legal expenses	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover)
Garbage removal	Up to $500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover)
Re-letting fees	Up to $500

Your duty to take reasonable care not to make a misrepresentation

Before you enter into any Policy with us, certain duties apply to you under the Insurance Contracts Act. The Insurance Contracts Act imposes a duty that applies until the contract of insurance is entered into (or varied, renewed, extended or reinstated).

Your duty when you enter into a Contract of Insurance with us for the first time

When you answer our questions that are relevant to our decision about whether to accept the risk of insurance and, if so, on what terms, you must take reasonable care not to make a misrepresentation to us before the insurance contract is entered into.

It is important that you understand you are answering our questions in this way for yourself and anyone else that you want to be covered by the contract of insurance.

Your duty when you vary, renew, extend or reinstate the contract of insurance

When you are proposing to renew, vary, extend or reinstate your Policy with us, we may ask you to answer questions that are relevant to our decision whether to accept the risk of insurance and, if so, on what terms. Your duty is to take reasonable care not to make a misrepresentation to us before the insurance contract is varied, renewed, extended or reinstated.

We may also give you a copy of anything you have previously told us and ask you to tell us if it has changed. If we do this:

- you must tell us about any change (if you do not tell us about a change, you will be taken to have told us that there is no change); or
- tell us that there is no change.

What is taken into account to determine whether you have taken reasonable care

A misrepresentation includes a statement that is in any way false, misleading, dishonest or which does not fairly reflect the truth. We will not treat something as a misrepresentation merely because you failed to answer a question or gave an obviously incomplete or irrelevant answer to a question.

Whether you have taken reasonable care not to make a misrepresentation will be determined with regard to all relevant circumstances, including:

- the product type and its target market;
- explanatory material or publicity produced or authorised by us;
- how clear, and how specific any questions we asked were and how clearly we communicated to you the importance of answering those questions, and the possible consequences of failing to do so;
- whether or not an agent was acting for you;
- whether the contract was a new contract or was being renewed, extended, varied or reinstated;
- any particular characteristics or circumstances relating to you which we are aware or ought reasonably to have been aware of.

Who needs to tell us?

This duty applies to you and everyone that is insured under the contract of insurance.

If you do not tell us

Subject to applicable law, if you do not take reasonable care not to make a misrepresentation, or if you are careless in your answers or recklessly or deliberately make a misrepresentation, we may, acting reasonably, reject or not fully pay your claim or cancel your insurance. If the misrepresentation was fraudulent we may treat the policy as if it never existed. A breach of the duty by one insured affects all insureds in these ways.

Duty of good faith

Every insurance contract is subject to the doctrine of utmost good faith which requires that parties to the contract should act toward each other with the utmost good faith. Failure to do so on your part may prejudice any Claim and/or the continuation of the insurance contract.

Applying for Landlord Property Insurance

When you apply for this insurance, you will need to complete an Application form. We will use and rely upon the information supplied on that form to decide whether to accept your Application and if so the terms of cover that we will provide.

If we accept your Application for insurance, you pay us the premium and we will provide you with the cover you have chosen. This is based on the terms contained in your Policy Documents.

The Certificate of Insurance will show important information relevant to your insurance including the Period of Insurance, your premium, details of your insured Risk Address, the Excess(es) that will apply to you and others, and whether any standard Policy terms have been varied by way of Endorsement.

Your cooling off rights

If you buy this Policy and change your mind, you can ask us to cancel your Policy within 14 days from the date cover originally commenced.

Provided that you have not made a Claim or you do not want to make a claim or exercise any other right under the Policy, we will refund your premium. (We may deduct from your refund any government taxes or duties we cannot recover.) When your cooling off period ends, you retain cancellation rights (see the General Conditions which start on page 45 for details of the Refund Policy).

The cost of your insurance

We calculate your premium after taking into account a variety of factors that we have determined impact the risks in providing insurance to you – the higher your risk profile, the higher your premium.

The following table is a guide only on how these factors may influence our assessment of your risk profile and therefore, your premium.

	Premium may be	
Factor	**Lower**	**Higher**
The postcode where your Building and/or Contents are located	Lower risk postcode	Higher risk postcode
The amount you choose to insure your Building and/or your Contents for	Lower Sum Insured	Higher Sum Insured
The age of your Building	Lower age	Higher age
The construction type of your Building	Brick	Non-Brick
The security of your Building	Approved alarm system	Poor security
The amount of your Excess	A higher standard Excess is selected	A higher standard Excess is not selected

The premiums payable by you are subject to applicable Commonwealth and State taxes and charges such as the goods and services tax (GST), stamp duty, emergency services levy (where applicable) and Pip's non-refundable administration fee. The amounts will be shown in your Certificate of Insurance.

Making a Claim

If you wish to make a Claim under this Policy you can contact Pip – the Property Insurance People by calling 1300 307 072 or online at www.pipinsurance.com.au.

Further information about the steps involved in making a Claim and how we handle Claims is set out in the Claims Settlement section (which start on page 48).

Excesses

Standard Excesses

When you make a Claim, you will be required to pay the standard Excess selected for your cover. These amounts will be clearly documented in your Certificate of Insurance. A standard Excess applies to each and every Claim that is accepted, unless stated otherwise.

Additional fixed Excesses

The following Excesses apply in addition to your standard Excess as shown on your Certificate of Insurance. When you make a Claim under the following Claim types, the following additional Excess will apply per Claim.

Claim Type	Excess that Applies In addition to the standard Excess shown in your Certificate of Insurance
Accidental Damage by a Third Party other than your Tenant	$250 per Claim
Accidental Damage by Tenant including Damage by Pets	$250 per Claim
Theft by Tenant	$250 per Claim
Earthquake, Named Cyclone, tsunami or volcanic eruption	$5,000 per Claim
Flood	$500 per Claim
Electric motor burnout	$300 per Claim
Unoccupancy for up to 90 days: Where an event giving rise to a Claim for deliberate damage or theft occurs during the first 90 days the Risk Address is unoccupied	$500 per Claim
Tenant Damage and Tenant default where the Risk Address is self-managed	An amount equal to one weeks' Rent for Tenant default and one weeks' Rent for Tenant Damage Claims

Multiple sections and excesses

If the same incident causes separate loss or damage to different things insured under more than one section of this Policy (for example. your Building and your Landlord's Contents), each relevant section can respond to that loss or damage under its own terms, conditions, limits and exclusions.

In these situations you must pay the Excess that applies to each section that responds to your Claim. We will apply each Excess separately to the amount payable under that section.

This condition applies in addition to, and does not change or limit, any part of this Policy that prevents us from paying more than once for the same item, occurrence of damage, liability or cost.

Renewal procedure

We may offer to renew your Policy by providing a renewal invitation to you at least 14 days before the renewal date. The renewal invitation will include any new information you have told us, amounts payable by you for the new Period of Insurance (including premium, fees and Excesses applicable) and how payments are to be made.

It is important that you check the information shown on your renewal invitation before renewing each year to satisfy yourself that the details are correct and remain relevant. If any information is incorrect, incomplete, is no longer relevant or you need to disclose any further information to us, please call us at least 2 business days prior to the renewal date.

If you accept the renewal offer you do not have to do anything. We will automatically renew on those terms and if you have automatic payments set up, we will deduct/charge the renewal premium from your nominated account/credit card. Your renewal invitation will tell you if you have automatic payments set up and will include instructions on how you can make payments where you do not have automatic payments set up.

If you do not want to renew your Policy, please call us at least 2 business days prior to the renewal date.

If we decide that we will not offer to renew your Policy, we will send you a notice telling you about our decision and provide information about other insurers who are members of the Insurance Council of Australia.

Privacy statement

This privacy statement describes how we collect, use, handle and disclose your personal information. It also describes the matters to which you give your consent when applying for a Policy.

Personal information we collect will be handled in accordance with our privacy policy (available at www.pipinsurance.com.au) and the Privacy Act (Cth) (Privacy Act). Our privacy policy includes information about your right to access and seek correction of the personal information we hold about you and how you may do this, how you may make a complaint about a breach of your privacy rights, and how we deal with complaints.

Collection and use of your personal information

We usually collect personal information from you. In some circumstances, we may collect your personal information from another person or another source – we usually only do this where it is unreasonable or impracticable for us to collect it directly from you or you would expect us to collect the information from the nominated third party. For example, where you authorise a representative (e.g. an insurance broker, a legal services provider or an agent providing services) to deal with us on your behalf.

You agree that your personal information may be collected, held, and used by us for the purpose of providing our services to you, including offering and assessing an Application for a Policy, and providing, managing and/or administering any Policy subsequently provided to you.

In addition, you agree that your personal information may be collected, held and used for the purposes of corresponding with you, managing any Claims you make and services we provide you, executing your instructions, managing our relationship with you, complying with legislative and regulatory requirements, for internal purposes (including risk management, underwriting and pricing, quality assurance and training purposes), collecting payments, responding to your enquiries, marketing our services and understanding services you may be interested in receiving (we may do this by calling you or sending you direct mail, such as by email to your email address) and other purposes identified at the time of collecting your information.

Consequences if information is not provided

If you do not provide us with the information we need, we will be unable to consider your Application for insurance, administer your Policy or manage any Claim under your Policy.

Disclosure of your personal information

You agree that we may disclose your personal information:

- to Insurers;
- to our external service providers and contractors (such as any mail house, commercial agent or entities engaged by us to carry out certain business activities on our behalf, such as loss assessors, claims investigators, insurance reference bureaux, underwriters and re-insurers, lead generators, data analysts, claims reference providers, hospitals, medical and health professionals and information technology service providers);
- to our related entities, assignees, agents and external advisers (such as legal and other professional advisers);
- to any other person we consider necessary to execute your instructions;
- to any financial institution to or from which a payment is made in relation to any Policy you have; or
- in accordance with any consent you give or where disclosure is authorised or compelled by law (for example, to law enforcement, regulatory, government and dispute resolution bodies).

Transfer of personal information overseas

You agree that we may disclose your information to recipients located overseas, including the USA, Canada, Bermuda, Europe (including the United Kingdom, Ireland, Belgium, The Netherlands, Germany, France), Singapore, Malaysia, Hong Kong, New Zealand and India where there is a proper purpose for doing so.

Information about another person

If you provide information about any other person, you agree to tell them that you are providing their information to us, of our contact details in this document, the reason you are providing their information, the fact that we have collected personal information from you and of the contents of this privacy statement.

How the Insurers manage your Personal Information

Your privacy and the security of your personal information is extremely important to the insurers of this policy. The insurers are committed to protecting the privacy of your personal information and handling it in a responsible manner in accordance with Australian privacy law, including the Privacy Act 1988 (Cth).

The insurers collect personal information when you deal with them, their agents and other companies in their business group, as well as suppliers that act on their behalf. The insurers use your personal information so that they can do business with you. That includes issuing and administering products and services and claims.

The insurers may send your personal information overseas. For more detail about how each insurer handles your personal information please read their respective Privacy Policies at:

- Chubb www.chubb.com/au-en/footer/privacy.html
  or email aulegal.privacy@chubb.com
- AIG aig.com.au/privacy-policy
  or email privacy.manager@aig.com
- HDI www.hdi.global/en-au/legal/privacy/
  or email au.privacy@hdi.global

It's up to you whether you provide your personal information to the Insurers, but if you don't they might not be able to do business with you, and that could include paying a claim.

Other things to note

We confirm transactions

You can ask us to confirm any transaction under your insurance by contacting us.

Updating this PDS

We may update this PDS from time to time when changes occur, where required to or when permitted by law. We will provide you with a new PDS or a supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes. You can get a paper copy free of any charge by contacting us using the contact details provided on the back cover of this document.

How you can make a complaint and how they are handled

If you have a complaint about this product or about a service you have received from us, please contact us directly on 1300 171 535 or via compliance.manager@bzi.com.au

We will acknowledge receipt of your complaint within one (1) business day of receiving it from you or your intermediary, or as soon as practicable. Following acknowledgement, we will provide you with the name and relevant contact details of the person assigned to liaise with you about your complaint.

We will investigate your complaint and keep you informed of the progress of our investigation at least every ten (10) business days and will make a decision in relation to your complaint in writing within thirty (30) calendar days of receiving your complaint.

If we are unable to make a decision within this timeframe, we will provide you with a reason for the delay and inform you of your right to take your complaint to the Australian Financial Complaints Authority (AFCA) as detailed below, subject to its Rules.

You may also take your complaint to AFCA if you are not satisfied with our decision.

If your complaint falls outside the AFCA Rules, you can seek independent legal advice or access any other external dispute resolution options that may be available to you.

AFCA's contact details are:

Website:	www.afca.org.au
Email:	info@afca.org.au
Free call:	1800 931 678
In writing to:	The Australian Financial Complaints Authority, GPO Box 3, Melbourne, Victoria 3001

To the extent allowable at law, if you request copies of the information we relied on to make a decision about your complaint, we must provide it within ten (10) business days of your request unless we are within our rights not to provide access. Please see the General Insurance Code of Practice (codeofpractice.com.au) or contact us for further details.

Please note that if we have resolved your complaint to your satisfaction by the end of the fifth (5th) business day after we have received it, and you have not requested that we provide you a response in writing, we are not required to provide a written response. However, this exemption does not apply to complaints regarding a declined claim, the value of a claim, or about financial hardship.

GST and Taxation

GST refers to the goods and services tax which is the subject of A New Tax System (Goods and Services Tax) Act 1999.

The premium on this Policy includes an amount for GST and if we pay a Claim, your GST status may determine the amount to be paid on the Claim.

You must advise us if you are registered, or required to be registered, for GST purposes, and you must when requested tell us what your entitlement to input tax credits (ITCs) is for your insurance premium.

When determining the amount to be paid for a Claim under this Policy, any payment or supply we make to you for the acquisition of goods, services or other supply (or monetary compensation in lieu thereof) or otherwise for your Claim will be calculated on the GST inclusive cost of your Claim.

In calculating such payment, we are entitled to reduce it by any ITC to which you are, or would be, entitled:

- for the acquisition of such goods, services or other supply; or
- if the payment had been used to acquire such goods, services or other supply.

However, the total of all payments we make will not exceed the Sum Insured, limit or sub limit of liability, or other monetary limitation imposed or created by the Policy.

The Sum(s) Insured, limits and/or sub limits of liability, or any other monetary limitations are inclusive of any taxes, levies, duties or charges that the payment would be affected by or subject to.

If you make a Claim and we are obliged by law to withhold any amount from the payment in order to satisfy that law (for example, because you have not provided your ABN where required to do so), the amount withheld will be treated as forming part of the Claim payment paid under this Policy (even though you have not received the withheld amount).

General Insurance Code of Practice

The insurers are all signatories to the General Insurance Code of Practice ('Code') and Pip also proudly supports the Code. The Code is monitored and enforced by the Code Governance Committee.

The Code, which is written in plain English, sets out the standards that general insurers must meet when providing services to their customers, such as being open, fair and honest.

It also sets out timeframes for insurers to respond to claims, complaints and requests for information from customers.

The Code covers many aspects of a customer's relationship with their insurer, from buying insurance to making a claim, to providing options to those experiencing financial hardship or vulnerability, to the process for those who wish to make a complaint. We encourage you to tell us if you are experiencing vulnerability, so that we can best assist you.

A copy of the General Insurance Code of Practice can be found at www.codeofpractice.com.au.

For more information on the Code Governance Committee please visit http://insurancecode.org.au/

Financial Claims Scheme

In the unlikely event the insurer became insolvent and unable to meet their obligations under the policy, the Financial Claims Scheme (FCS) may provide for payment to an entitled policyholder. The FCS is an Australian Government initiative that protects policyholders of general insurance companies from potential loss due to an insurance company's failure. The Australian Prudential Regulation Authority (APRA) is responsible for administering the FCS in Australia. Access to the FCS is subject to eligibility criteria and requires making a claim. Please refer to www.fcs.gov.au for more information.

Several Liability Notice

The subscribing insurer's obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for reason does not satisfy all or part of its obligations.

Notices and communications with you

Our communications with you about this Policy, initiated by us are digital. By asking us to provide financial services to you (including by applying for a Policy), you agree to receive communications in digital form only (such as by email).

Any communication we send to you will be deemed to have been received at the time transmission is completed, except where the communication is not sent out at normal business hours or on a day other than a business day, in which case, the communication is deemed to have been given on the next business day.

You are responsible for making sure you provide us with up to date and accurate contact details. Should you require copies of notices and communications by post, please contact Pip

Important notices (including renewal and cancellation notices) will be sent to you electronically, in digital form unless you have asked us to send them by post.

Target Market Determination

To understand who this product has been designed for, and to determine if the cover is likely to be consistent with your needs, objectives and financial situation, you can review the target market determination.

A target market determination for this product can be obtained at www.pipinsurance.com.au.

General Definitions

Certain words and phrases have special meaning when they appear in this document. Refer to the General Definitions below for a list of the defined terms and their meaning.

Accident, Accidental, Accidental Damage
means a sudden, unexpected and unintentional physical loss or Damage.

Application
means the information that is advised to us by you, verbally or electronically, as part of your application for insurance provided by the Policy. Your completed application and the information you supply to us forms part of the basis for our decision to insure you or not insure you and on what terms.

Body Corporate
means a legal entity (also known as Owners Corporation or Strata Corporation in some jurisdictions) which is created when land is subdivided and registered under the relevant Australian State or Territory legislation to establish a strata title, unit title or community titles scheme, and which is responsible for the ownership, control or management of common property and shared facilities on behalf of lot owners.

Bond Monies
means a sum equivalent to at least four weeks Rent regardless of whether the full bond has been collected.

Building
means the property situated at the Risk Address shown in the Certificate of Insurance which is owned by you, leased to Tenants and used for domestic purposes, including:

- the residential building or unit and all domestic outbuildings;
- all structural domestic improvements including:
  - carports, patios, gazebos and other structures which are not fully enclosed;
  - built-in furniture;
  - paved paths, paved driveways, terraces, walls, masts, aerials, satellite dishes, tennis courts, clothes lines and built in barbecues;
  - permanently fixed swimming pools, saunas and spas (including their fixed accessories);
  - pontoons and fixed jetties which are permanently fixed to the land at the Risk Address, and being your property, and which are used for domestic purposes;
- anything permanently built, permanently constructed or permanently installed at your Risk Address for domestic purposes that complied with all relevant building laws and rules at the time of construction;
- fixed light fittings, fixed Wall Coverings, Fixed Floor Coverings, fixed ceiling coverings. This does not include carpet, curtains or internal blinds;
- infrastructure for services, which include the supply of electricity, water, gas and the like;
- blinds or awnings on the outside of the Buildings; and
- fences and gates.

Building does not mean:

- caravans, houseboats or mobile buildings fixed or freestanding and any parts or accessories;
- building or part of a building which is legally part of a strata title building according to the applicable strata laws in your state or territory unless agreed by us in writing;
- common property if the building is part of a strata title or any property that is insured by the Body Corporate, whether or not that property is contained within your unit or lot and whether or not any excess applies to the strata title insurance;
- earth or gravel pathways or driveways or other unpaved surfaces;
- any building used for any business or trade unless agreed by us in writing;
- a new building in the course of construction;
- land used for cropping, growing, grazing, or any undeveloped areas at the Risk Address shown in your Certificate of Insurance;
- any stables, commercial sheds or barns including tanks and services attached to these structures;
- a building in the course of being demolished, or that is vacant pending demolition;

- a temporary building or structure;
- trees, shrubs, hedges or any other plant life including grass or lawns, or soil, sand, gravel, bark or mulch except as specifically provided for under the Additional Benefit, Landscaping, trees, plants and shrubs on page 22;
- any Contents;
- temporary fencing where there is an exposed neighbours swimming pool and/or risk of animals escaping from neighbouring properties; or
- a Building that is your primary residence.

Certificate of Insurance
means the certificate we issue at inception, on renewal or when a variation is applied. The certificate will show your Policy number, together with the details of your cover including the sections of the Policy which apply to you. Coverage for any cover option is indicated where a dollar amount is listed next to it.

Claim
means each distinct and separate incidence of loss or Damage which is insured by this Policy.

Communicable Disease
means any disease which can be transmitted by means of any substance or agent from any organism to another organism where the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

Computer System
means any computer, hardware, software, communication system, electronic device (including watches, mobile phones, tablets and smart devices), server, cloud or microcontroller and any associated input, output, data storage device, networking equipment or back up facility.

Contents
means the property described below, found at the Risk Address for the use of the Tenant, belonging to you, and are listed in the Property Condition Report or Inventory forming part of the Lease Agreement, including:

- domestic furniture and furnishings;
- moveable carpets, drapes and interior blinds, floating floors;
- moveable swimming pools;
- moveable saunas and spas;
- unfixed light fittings;
- household goods that you own or are legally responsible for that are not fixed or fitted to your buildings, and including fridges, washing machines, and dryers; and
- in respect of strata title properties, temporary walls, internal walls and doors, floor and ceiling covers, structural improvements and decorations particular to a certain lot which the Body Corporate or similar is not required by law to insure.

Contents does not mean:

- any Buildings;
- motor vehicles (other than a ride on mower used for private purposes), motorcycles, caravans, trailers or any accessories, components or parts for these items;
- items that are covered by an insurance policy taken out by the Body Corporate or similar;
- watercraft and aircraft or any accessories, components or parts for these items;
- mechanically propelled items (including but not limited to motorised scooters, bicycles, skateboards and the like);
- animals, birds or fish;
- furs, jewellery, watches, unset precious or semi-precious stones or gold/silver articles;
- mobile phones, computers, or similar personal electronic devices (such as tablets);
- equipment for taking photographs, including accessories and unprocessed film;
- sporting equipment;
- aircraft (including drones or model aircraft);
- documents and money;

- antiques, works of art, collections of any kind;
- unfixed building materials, such as bricks, tiles or timber;
- any item which is legally part of a building under a property management entity and according to the relevant state or territory strata law;
- property contained in open carports, outhouses, lean-tos or in the open air except as specifically provided for under the Benefit "Contents in open air" on page 27; or
- trees, shrubs, hedges or any other plant life including grass or lawns, or soil, sand, gravel, bark or mulch except as specifically provided for under the Additional Benefit, Landscaping, trees, plants and shrubs on page 22.

Controlled Drugs
means substances which:

- Are Illegal, or
- Have a recognised therapeutic use, and have a high potential for misuse, abuse, or dependence, requiring strict legislative controls.

Consumable or short-term limited life Household Goods
means goods in the Building, for the use of the Tenant which:

- are consumable (including food and beverages); or
- have a short-term limited life (e.g. small kitchen appliances under $800 that are not permanently built in), including but not limited to:
  - kettles, toasters, microwaves, rice cookers, irons, air fryers, cutlery, crockery, kitchen utensils;
  - manchester and/or linen; and
  - non-electrical goods used for housekeeping/cleaning purposes such as mops, dustpans, etc.

Damage, Damaged
means any form of physical harm to the Risk Address but does not include wear and tear or anything that was present before this Policy came into force.

Data
means information, facts, concepts, code or other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.

Deliberate Damage
means the Damage arising from an intentional or deliberate act (which does not include an omission) by the Tenant where the Damage:

- can be shown to have been foreseeable by a reasonable person;
- occurred whilst the Tenant occupied the Risk Address; and
- occurred during the Period of Insurance.

Deliberate Damage does not mean:

- deliberate, intentional or malicious acts by you or anyone who is acting with your express or implied consent;
- omissions such as failure to clean;
- normal deterioration, wear and tear;
- Damage by animals, whether or not they are owned by the Tenant; or
- Accidental or unintentional Damage.

Domestic Violence
means violent, threatening or other behaviour by a person that coerces or controls a member of the person's family.

Endorsement
means a written alteration to the terms, conditions and limitations of this Policy which is shown in your Certificate of Insurance.

Earthquake
means an earthquake as reported by the National Earthquake Alerts Centre or equivalent Governmental Body.

Electric Motor Burnout
means the breakdown of an electric motor as a result of the electric current flowing through it.

Excess
means the amount stated in the Certificate of Insurance, or otherwise stated in the Policy for each applicable section or sub-section, that you are required to pay or bear as the first payment towards your Claim.

Family
means the following people who live with you:

- your spouse or partner;
- your children, parents, grandparents, grandchildren, siblings;
- the children, parents, grandparents, grandchildren, siblings of your spouse or partner; or
- dependents.

Financial Hardship
means that your Tenant is having difficulty meeting their financial obligations under their Lease Agreement following loss of income, reduction in income, illness or disability occurring during the Period of Insurance.

Fire
means burning with flames.

Fixtures and Fittings
means any item permanently attached or fixed to your Building that you would not normally take with you. This includes, but is not limited to:

- kitchen cupboards and bench-tops;
- built-in wardrobes;
- taps and tapware;
- shower screens; and
- vinyl and ceramic tile flooring.

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

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

Floor Coverings
means material used to cover the floor of a room. Floor Coverings include but are not limited to:

- carpets;
- rugs; and
- floating floors such as laminate, hybrid or engineered timber boards that is laid over an underlay and not fixed to the subfloor with nails, screws, adhesives or other permanent methods. A floating floor is held in place through its interlocking system and held in position by its own weight and/or by perimeter expansion gaps or skirting boards.

Fixed Floor Coverings
means material used to cover the floor of a room. Fixed Floor Coverings include but are not limited to:

- vinyl;
- tiles; and
- fixed timber flooring.

Indemnity Basis
means that we will deduct from our indemnity payment an amount for depreciation based on the original age of the Damaged item before the Claim occurred.

Insurers
as defined in this PDS under “who are the insurers”.

General Definitions

Inventory
means a document detailing the furnishings of a rental property which belongs to you and is for the use of the Tenant.

Lease Agreement
means a written and enforceable lease between you and your Tenant, over a domestic rental property at the Risk Address stated in your Certificate of Insurance. The lease must comply with state legislation detailing the terms and conditions of the rental property including the rental period, the amount of Rent payable, the amount of the Bond Monies that a Tenant is required to pay and any special terms agreed by the parties.

Maintenance Works
means activities associated with the routine care and upkeep of the Risk Address.

Named Cyclone
means a cyclone that is named by the Bureau of Meteorology.

Occurrence
means

- a single incident that is not intended or expected; or
- a series of incidents or continuous or repeated exposure to substantially the same general conditions which:
  - are not intended or expected; and
  - have the same cause; or
  - are attributable to the same source.

We regard all death, personal injury or damage to property, arising from one original source or cause, as one Occurrence.

Period of Insurance
means the period during which cover is provided under the Policy as shown in your Certificate of Insurance. Any period for which the Policy is renewed is treated as a separate Period of Insurance.

Pet
means cats, dogs, caged birds or caged rodents owned by a Tenant.

Policy, Policy Documents
means this document, your Certificate of Insurance and any other Endorsement or notice we give you in writing. Together they form our agreement with you.

Property Condition Report
means a property inspection report completed by you or your authorised real estate agent or a qualified appraiser:

- at the commencement of a new Lease Agreement;
- at the time when an existing Tenant vacates the Risk Address; or
- following routine property inspections completed at least every 6 months.

Removal of Debris
means the clean-up costs associated with Damage to the Risk Address resulting from an insured event.

Rent
means the amount paid or payable by the Tenant to lease the Risk Address as set out in the Lease Agreement.

Rent Arrears
means any Rent that has not been paid by the date it was due.

Rental Guarantee Arrangement
means an agreement between a landlord and a renter, other than a Tenant, who desires to have possession of the Risk Address to rent out in exchange for a guaranteed income to the landlord.

Replacement, Reinstatement
means the cost of replacing or repairing to a condition substantially the same as the condition of the item when new, up to the Sum Insured or limit stated in your Certificate of Insurance or any other Policy Documents.

Riot
means a civil commotion or disturbance.

Risk Address
means the location shown in your Certificate of Insurance including the Building and/or Contents at such location which is:

- owned by you;
- for the use of the Tenant; and
- primarily used as a residential rental property.

It includes land forming the immediate surrounds and domestic gardens.

It does not include land used for cropping, growing, grazing, stables and all property associated with stables, any commercial activity or commercial farms, or any undeveloped areas at the Risk Address shown on your Certificate of Insurance.

Storm
means violent atmospheric disturbance which may be accompanied by strong winds, heavy rain, thunder, lightning, hail, snow or sleet, including flash flooding. Storm does not mean intermittent rain, or light showers, by itself.

Sub-letting
means to rent all, or part of a property from one who is a Tenant rather than you.

Sum(s) Insured
means the relevant amount (including any applicable sub-limits) shown in your Certificate of Insurance or other Policy Documents as the Sum Insured applicable to the relevant cover provided under the Policy.

Tenancy
means the period of any one Tenant's occupancy.

Tenant
means the natural person described as the Tenant and named in the Lease Agreement and who occupy the Risk Address, including any immediate family of the Tenant or invitee residing at the Risk Address.

Tenant does not mean

- any Business, Company, Corporation or Organisation of any kind, unless approved by us.

Third Party
means someone other than a Tenant or you.

Uninhabitable
means your Risk Address is unfit to live in due to loss or Damage for which you are covered under this Policy. For example, when the Damage renders the Risk Address unsafe to live in or the full use of utilities are not available (such as electricity, water, gas) and the Risk Address cannot be leased until the loss or Damage has been reinstated as soon as reasonably possible.

Wall Coverings
means material used as a decorative covering for internal walls including but not limited to:

- paint
- wallpaper; and
- tiles.

Window Coverings
means materials used as a decorative covering for internal windows including but not limited to:

- blinds;
- shutters;
- curtains; and
- drapes, swags, valances.

we, us, our
means Blue Zebra Insurance Pty Ltd trading as Pip - the Property Insurance People (pip) (ABN 12 622 465 838) (AFSL 504130) acting as an agent of the insurers and not as an agent for you.

you, your, yourself
means the insured named in the Certificate of Insurance.

Cover Options

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Cover Options

This part describes the cover options for your Policy. Your Certificate of Insurance will show which cover options apply.

Before making a decision about this insurance product, please read and consider the Policy Documents which detail the terms, Excesses and limitations that apply, including the General Exclusions (which start on page 42) and the General Conditions (which start on page 45).

Types of Cover

	Types of Cover	
	Landlord cover	Customised cover
Cover for the damage to the Buildings and/or Contents which you own and have been left for use by the tenants at the property	Contents only	Yes
Liability cover	Yes	Yes
Cover for Flood	Yes	Yes
Choice of Accidental Damage cover	Yes	Yes
Cover for Damage caused by tenants to the Buildings and/or Contents items which you own and have been left for use by the tenants at the property	Yes	Optional
Tenant default cover (where the preconditions (bond held, no existing arrears/problems) are satisfied). The product is not designed to remedy existing arrears or existing tenant disputes.	Yes	Optional

Section 1: Building

This section describes the cover offered for your Building.

When you are covered

This is an Optional Cover. Your Certificate of Insurance will specify if your Building is insured with us. The maximum we will pay for Buildings will be shown on your Certificate of Insurance.

The terms that apply to your cover

Building cover is subject to the terms, conditions, limits and exclusions, of this Policy, including:

- the terms set out in this section, which includes information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is covered (included) and what is not covered (excluded)

We will indemnify you in respect of any Accidental physical loss or Damage to your Building which occurs during the Period of Insurance, subject to any specific or General Exclusions and General Conditions of this Policy.

The most we will pay for your Building is the Sum Insured and the extra benefits provided under your Policy.

Section 1: Building

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Accidental physical loss or Damage		
We will pay for Accidental physical loss or Damage to your Building.	• Accidental Damage to Consumable or short-term limited life Household Goods; • loss or Damage caused by or arising directly out of: – the actions of cleaning; – heat, smoke or soot when either the Building or Contents have not caught Fire or where the Fire which causes Damage is more than 100m from the Risk Address; – gradual exposure to Fire, heat, smoke or soot during recurring incidents of Fire or bushfire over a period of time; or – poor housekeeping by your Tenants or your Tenant's guests. Poor housekeeping includes costs associated with the Tenant's untidy, unclean or unhygienic living habits; • loss or contamination of water in swimming pools, spas or water tanks or similar structures; • Damage to swimming pool and/ or spa covers or similar structures including liners or solar domes. • Scratching, biting, chewing, clawing, if damaged by pet(s)	Up to the Sum Insured for your Building. The most we will pay for Damage to fences or gates located at your Risk Address is $20,000 per Claim.
Theft, attempted theft or burglary		
We will pay for physical loss or Damage to your Building caused by theft, attempted theft or burglary.	• theft of Consumable or short-term limited life Household Goods; • any theft that has not been reported to police; or • theft by Tenant.	10% of the Sum Insured for your Building.
Removal of Debris		
If we have accepted a Claim for Accidental physical loss or Damage to your Building, we will also pay the reasonable costs for Removal of Debris and to demolish your Building.	• removal of fallen trees or branches where no Damage to your Building has occurred.	10% of the Sum Insured for your Building in addition to the Sum Insured for your Building.

Section 1: Building

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Professional and Authority fees		
If we have accepted a Claim for Accidental physical loss or Damage to your Building, we will also pay the reasonable costs for building permits and approvals from local authorities to repair or replace the Damaged portion of your Building as well as any Architect's or other Professional fees incurred in replacing the Damaged portion of your Building.		$30,000 per Claim in addition to your Sum Insured or up to 10% of the Sum Insured for your Building, whichever is the lesser.
Exploratory costs		
If we have accepted a benefit under Building cover, we will also pay the reasonable costs incurred, to identify and locate the source of water bursting, leaking, discharging or overflowing from pipes, water mains, tanks, apparatus or any other systems used to hold or carry water, including making good any damage necessarily caused to locate.	• the cost of repair or replacement of the defective pipes, water mains, tanks, apparatus or other systems used to hold or carry water giving rise to loss or Damage.	Up to $5,000.
Locks and keys		
If the keys to your Building are stolen or withheld by a Tenant after the Tenant has been evicted, we will pay the cost of re- keying or replacing (whichever is the lesser) locks and cylinders on external doors and windows for which the stolen or withheld keys were intended.		Up to $1,000.
Landscaping, trees, plants and shrubs		
If we have accepted a Claim for Accidental physical loss or Damage to your Building, we will also pay the reasonable costs of replacing: • landscaping features, such as fountains, ponds, water features and rockwork; and • in-ground trees, plants, shrubs and artificial turf which are lost or Damaged in the same event giving rise to the Claim for which a benefit was paid.	loss or Damage caused by the escape of liquid from: • any water main or fixed pipe, gutter or guttering, fixed tank or drain; or • a fixed heating or cooling system.	Up to $2,000.
Loss of metered water or gas		
If we have accepted a benefit under Building cover, we will also reimburse you for costs you become legally liable to pay for loss of metered water or gas.		Up to $500.

Section 1: Building

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Rainwater tank		
If we replace your Building as part of Building cover, after a total loss, we will also pay the reasonable costs to install a rainwater tank at the Risk Address.	• any amount covered by a government subsidy or rebate.	Up to $1,500 in addition to the Sum Insured for your Building. If the property already has a rainwater tank then it is deemed to be a part of the Building and is covered up to the Building Sum Insured.
Solar panels		
If we replace your Building as part of Building cover, after a total loss, we will also pay the reasonable costs to install solar panels at the Risk Address.	• any amount covered by a government subsidy or rebate.	Up to $2,000 in addition to the Sum Insured for your Building. If the property already has solar panels then it is deemed to be a part of the Building and is covered up to the Building Sum Insured.
Mortgage discharge costs		
If we have accepted a benefit under Building cover and we have paid the full Sum Insured for your Building, we will also pay the reasonable costs associated with the discharge of a mortgage or mortgages on your Building.	• interest on your loan ; or • penalty charges associated with early repayment of your loan.	Up to $5,000 in addition to the Sum Insured for your Building.
Tax audit fees		
We will pay for reasonable expenses you incur as a result of an investigation or audit related to the Risk Address shown on your Certificate of Insurance, conducted by the Australian Taxation Office first notified to you during the Period of Insurance. We will only pay this benefit if you told us about the audit prior to the fees being incurred.	• any audit fees that relate to a criminal prosecution; • any fines, penalties, interest or adjustments to tax; • any fees incurred by someone other than a qualified accountant, registered tax agent or tax consultant; • fees where the final assessment of your taxable income for the period being audited is 20%, or more, higher than your original declaration; or • penalties associated with non-adherence of Taxation Office allowed timelines.	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).
Fumigation costs		
We will pay for the costs of fumigating your Building following the death of a person at your Risk Address during the Period of Insurance.		Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).

Section 1: Building

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Temporary repairs		
If we have accepted a benefit under Building cover, we will also pay the reasonable cost of temporary repairs and protection necessary to prevent further physical loss or Damage to your Risk Address.		Reasonable costs within Sum Insured.
Electric Motor Burnout		
Electric Motor Burnout to motors that form part of your Building.	• motors more than 15 years old.	Reasonable costs within Sum Insured.
Production of controlled drugs		
We will pay for clean-up and repair costs if your Building is Damaged or contaminated as a result of an illegal or Controlled Drug being manufactured, grown, distributed, stored, or consumed at the Risk Address We will only pay if: • your Risk Address is rented to a Tenant; • the matter is referred to police as soon as you become aware of it and notified to us promptly after that police referral; • you provide clear evidence that Damage or contamination has been caused in this way (for example, photographs, or if a photograph does not show the Damage or contamination or the cause, an approved laboratory test which indicates that the level of contamination within the Risk Address is found to exceed legally acceptable levels); • you or your appointed agent have exercised reasonable care by obtaining satisfactory tenancy history and have conducted inspections at the Risk Address in accordance with the Lease Agreement.	• Damage or contamination due to consumption of any legal drug or similar substance, including tobacco products, vaporisers and other inhalants.	Up to $60,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).

Section 1: Building

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal expenses		
• Legal expenses incurred by you, for the purposes of recovering any amount payable under this Section (1) for Accidental Damage by Tenant, comprising of court application and/or court lodgement fees and/or court appointed bailiff/ sheriff fees; • Up to $500 to cover property manager's fees for attending the court or tribunal on your behalf, provided the fee amount and structure is stipulated in the management agreement with your property manager, prior to commencement of court action.	• court costs incurred to defend you or your property manager against actions brought by the Tenant; • costs charged by the managing agent for preparing and lodging an insurance Claim on behalf of you; or • independent legal costs (unless approved by us prior to legal appointment).	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover).
Automatic Contents cover		
If you have cover for Building but have not taken cover for Contents then subject to the terms, conditions, limits and exclusions of this Policy, we will provide a standard Contents cover. The Excess payable under this cover would be equal to the Building Excess as shown on your Certificate of Insurance.	• Contents covered under any other insurance policy. However, where your Contents at the Risk Address are insured elsewhere we will extend this cover to you only if cover under the other policy is exhausted.	Up to $10,000 and contained within the Building Sum Insured.

Additional Conditions

The following additional conditions apply to Accidental Damage to the Building caused by the Tenants:

- Any claims that are capable of being covered under Section 5 (Damage and Theft by Tenant) of this Policy, irrespective of whether that cover has been taken out or not under that section, are excluded under this section.
- Cover is unavailable if a Lease Agreement is in a different name to the Tenant residing in the property at the Risk Address.

Section 2: Contents

This section describes the cover offered for your Contents.

When you are covered

Your Certificate of Insurance will specify if your Contents are insured with us. The maximum we will pay for Contents will be shown on your Certificate of Insurance.

The terms that apply to your cover

Contents cover is subject to the terms of this Policy, including:

- the terms, conditions, limits and exclusions set out in this section, which include information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is covered (included) and what is not covered (excluded)

We will indemnify you in respect of any Accidental physical loss or Damage to the insured Contents which occur during the Period of Insurance subject to any specific or General Exclusions and General Conditions of this Policy.

The most we will pay for your Contents is the Sum Insured and the extra benefits provided under your Policy.

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Accidental physical loss or Damage		
We will pay for physical loss or Damage to your Contents.	• Accidental Damage to Consumable or short-term limited life Household Goods; • loss or Damage caused by or arising directly out of: – the actions of cleaning; – heat, smoke or soot when either the Building or Contents have not caught Fire or where the Fire which causes Damage is more than 100m from the Risk Address; – gradual exposure to Fire, heat, smoke or soot during recurring incidents of Fire or bushfire over a period of time; or – poor housekeeping by your Tenants or your Tenant's guests. Poor housekeeping includes costs associated with the Tenant's untidy, unclean or unhygienic living habits.	Up to $70,000 or the Sum Insured shown on your Certificate of Insurance for your Contents. Up to $5,000 for Contents cover where damage was caused by water escaping from a shower recess or base.
Theft, attempted theft or burglary		
We will pay for physical loss or Damage to your Contents caused by theft, attempted theft or burglary.	• any theft that has not been reported to police; • theft of Consumable or short-term limited life Household Goods; or • theft by Tenant.	Up to $70,000 or the Sum Insured shown on your Certificate of Insurance for your Contents.

Section 2: Contents

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Removal of Debris		
If we have accepted a benefit under Contents cover, we will also pay the reasonable costs for Removal of Debris in respect of the Damaged Contents.	• removal of fallen trees or branches where no Damage to your Contents has occurred.	10% of the Sum Insured for your Contents in addition to the Sum Insured for your Contents.
Temporary repairs		
If we have accepted a benefit under Contents cover, we will also pay the reasonable cost of temporary repairs and protection necessary to prevent further physical loss or Damage to your Risk Address.		Reasonable costs within Sum Insured.
Contents in the open air		
We will extend cover provided by this Policy to include your Contents in the open air at your Risk Address.	• loss or Damage caused by the escape of liquid from: – any water main or fixed pipe, gutter or guttering, fixed tank or drain; or – a fixed heating or cooling system.	Up to $5,000 for theft Claims. 10% of the Sum Insured for Contents for all other Claims
Electric Motor Burnout		
Electric Motor Burnout to motors that form part of your Contents.	• motors more than 15 years old.	Reasonable costs within Sum Insured.
Tax audit fees		
We will pay for reasonable expenses you incur as a result of an investigation or audit related to the Risk Address shown on your Certificate of Insurance, conducted by the Australian Taxation Office first notified to you during the Period of Insurance. We will only pay this benefit if you told us about the audit prior to the fees being incurred.	• any audit fees that relate to a criminal prosecution; • any fines, penalties, interest or adjustments to tax; • any fees incurred by someone other than a qualified accountant, registered tax agent or tax consultant; • fees where the final assessment of your taxable income for the period being audited is 20%, or more, higher than your original declaration; or • penalties associated with non-adherence of Taxation Office allowed timelines.	Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).
Fumigation costs		
We will pay for the costs of fumigating your Contents following the death of a person at your Risk Address during the Period of Insurance.		Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).

Section 2: Contents

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Production of controlled drugs		
We will pay for clean-up and repair costs if your Contents are Damaged or contaminated as a result of an illegal or Controlled Drug being manufactured, grown, distributed, stored, or consumed at the Risk Address. We will only pay if: • your Risk Address is rented to a Tenant; • the matter is referred to police as soon as you become aware of it and notified to us promptly after that police referral; • you provide clear evidence that Damage or contamination has been caused in this way (for example, photographs, or if a photograph does not show the Damage or contamination or the cause, an approved laboratory test which indicates that the level of contamination within the Risk Address is found to exceed legally acceptable levels); • you or your appointed agent have exercised reasonable care by obtaining satisfactory tenancy history and have conducted inspections at the Risk Address in accordance with the Lease Agreement.	• Damage or contamination due to consumption of any legal drug or similar substance, including tobacco products, vaporisers and other inhalants.	Up to $60,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).
Strata Title owner improvements		
If the Risk Address is a strata title we will pay for physical loss or Damage to Fixtures and Fittings installed in your Risk Address that are not legally required to be insured by the Body Corporate.	• any Fixtures and Fittings that are insured by the Body Corporate; or • any claims which are not covered by the Body Corporate insurer due to being less than any applicable excess or deductible.	Up to the Sum Insured shown on your Certificate of Insurance for your Contents.

Section 2: Contents

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal expenses		
Legal expenses incurred by you, for the purposes of recovering any amount payable under this Section (2) for Accidental Damage by Tenant, comprising of court application and/ or court lodgement fees and/or court appointed bailiff/sheriff fees; Up to $500 to cover property manager's fees for attending the court or tribunal on your behalf, provided the fee amount and structure is stipulated in the management agreement with your property manager, prior to commencement of court action.	• court costs incurred to defend you or your property manager against actions brought by the Tenant; • costs charged by the managing agent for preparing and lodging an insurance Claim on behalf of you; or • independent legal costs (unless approved by us prior to legal appointment)	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover).

Additional Conditions

The following additional conditions apply to Accidental Damage to the Contents caused by the Tenant:

- Any claims that are capable of being covered under Section 5 (Damage and Theft By Tenant) of this Policy, irrespective of whether that cover has been taken out or not under that section, are excluded under this section.
- Cover is unavailable if a Lease Agreement is in a different name to the Tenant residing in the property at the Risk Address.

Section 3: Legal Liability

This section describes the cover offered for your Legal Liability.

When you are covered

Your Certificate of Insurance will specify if you have Legal Liability. The maximum we will pay for Legal Liability will be shown on your Certificate of Insurance.

The terms that apply to your cover

Legal Liability cover is subject to the terms, conditions, limits and exclusions of this Policy, including:

- the terms set out in this section, which includes information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal Liability		
• Your legal liability to pay compensation in respect of any one Occurrence that has resulted in; – death, bodily injury or illness; and/or – physical loss of or physical damage to someone else's property provided such death, bodily injury, illness, loss or damage; – occurs at the Risk Address during the Period of Insurance; and – arises out of your ownership of either the Building or Contents or both which are situated at the Risk Address (and which are insured under this Policy) • All reasonable legal costs, charges and expenses recoverable by any claimant from you or from any other person insured by this Policy, as a result of such legal liability; • Reasonable legal costs incurred with our written consent in defence of such legal liability;	• any claim: – arising out of the ownership, possession or use by you of any land or Building or Contents other than those at the Risk Address shown in your Certificate of Insurance; – arising out of the ownership, possession or use by you of the Building if you have not insured your Building under this Policy ; or – arising out of the ownership, possession or use by you of the Contents if you have not insured your Contents under this Policy. • any claim in respect of death, bodily injury or illness to any: – member of your Family ordinarily residing with you; – person arising out of or in the course of the employment of such person either in the service of you or of any other person insured by this section of the Policy; or – person arising from pregnancy or the transmission of any Communicable Disease.	Up to $20,000,000 inclusive of all reasonable legal costs, charges and expenses in respect of any one accident or series of accidents arising out of one event or originating cause, and in total under Building cover (Section 1) and Contents cover (Section 2), and any other policies we have issued to you which cover the same benefit/liability/event or cause. (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover this is a combined limit under Building and Contents).

Section 3: Legal Liability

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal Liability - continued		
	• any claim in respect of damage to property belonging: – to or in the physical or legal control of you or any Family member of your Risk Address; or – to any person in employment and/or agency of either you or of any other person insured by this section of the Policy. • any claim: – arising out of or in connection with any business or occupation carried on by you or of any other person insured by this Policy other than that of landlord; – arising out of, caused by or in connection with lifts and elevators; – arising out of, caused by or in connection to the ownership, possession or use of any vehicles such as but not limited to cars, motorcycles, motorised, electric or battery powered scooters, caravans, trailers, motorised bicycles, motorised skateboards and the like (other than ride on mowers used for private purposes); – arising out of, caused by or in connection to the ownership, possession or use of any hovercraft or watercraft ; – arising out of, caused by or in connection to the ownership, possession or use of any aircraft landing area, or any aircraft including kites or model aircraft or drones or any other aerial devices; – arising out of or in connection with your Tenant, or a member of your Tenant's family, or your Tenant's guests using any aircraft owned by you including model and toy and Remotely Piloted Aircraft (RPA);	

Section 3: Legal Liability

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal Liability - continued		
	– arising out of alterations, additions, repairs or decorations to the Building where the contract value of works exceed a total cost of $100,000; – arising out of any liability imposed by contract; – for any defamation; – arising from a strata title building unless the Building is insured by our Policy. This exclusion will not apply to your liability which falls outside the responsibility of the Body Corporate or strata title company; – in respect of any legal liability caused by or arising from or in connection with, the discharge, dispersal, release or escape of smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquid or gases, waste materials or other irritants, contaminants, or pollutants into or upon land, the atmosphere or any watercourse or body of water or any costs and expenses incurred in the prevention or remediation of such contamination or pollution; – due to any erosion, subsidence or landslide; – arising from the supply of any alcohol or drugs; – because you own or are legally responsible for any wharf, jetty or pontoon; – arising out of any penalties, fines, punitive, exemplary or aggravated damages for which you are liable; – arising from actions brought against you in a court outside Australia or a court that applies law that is not Australian law;	

Section 3: Legal Liability

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Legal Liability - continued		
	– arising from any liability for which you or your Family are required by law to hold an insurance policy (e.g. workers compensation insurance); – arising out of the ownership, possession or use by you of any animals or birds; or – arising from, or in any way connected with the existence, at any time, of asbestos. • we will not: – cover your legal liability arising out of breach of copyright or an act of assault caused by you; – cover you for any legal liability arising from any: ▪ statutory compulsory scheme or fund; or ▪ accident compensation scheme or workers' compensation policy of insurance; or ▪ industrial award; – cover you for any legal liability which is in excess of that recoverable under any: ▪ statutory compulsory scheme or fund; or ▪ accident compensation scheme or workers' compensation policy of insurance; or ▪ industrial award; – pay for any aggravated, exemplary or punitive damages, fines or penalties for which you are liable; – pay for legal liability that arises from participation in any professional sports and/or claims where you are a third party; – pay for legal liability that arises from any unlawful or criminal act; or – cover any legal liability caused by or arising from or in connection with any gradual contamination or pollution of land, air or water.	

Section 4: Loss of Rent

This section describes the cover offered under Loss of Rent.

When you are covered

Your Certificate of Insurance will specify if you have Loss of Rent. The maximum we will pay for Loss of Rent will be shown on your Certificate of Insurance.

The terms that apply to your cover

Loss of Rent cover is subject to the terms, conditions, limits and exclusions of this Policy, including:

- the terms set out in this section, which includes information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Loss of Rent		
• If following Damage to your Contents or Building that results in a covered loss under this Policy, at your Risk Address: – becomes Uninhabitable for a period of 7 consecutive days or more, we will pay for the loss of Rent until the Risk Address can be lived in again (that is, it becomes habitable). The amount we will pay you is the current weekly Rent payable under the subject Lease Agreement; – was not tenanted at the time of the event from which the insured loss or Damage results, the amount we will pay you will be based on the market rental value of your Risk Address immediately before the loss or Damage occurred.	• loss of Rent after your Risk Address can be lived in again (that is, it becomes habitable); or • loss of Rent if your Risk Address was not tenanted during the 90 day period before the date of the event causing insured loss or Damage.	Up to 52 weeks' Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance.
Prevention of access		
• When we insure your Building or your strata titled Risk Address forming part of a residence which the Body Corporate, is not required by law to insure, we will cover loss of Rent as a result of access to the Risk Address being denied due to: – Damage to neighbouring property within 500 metres of your Risk Address caused by an insured loss.	• any Claim exceeding the Sum Insured shown in your Certificate of Insurance.	Up to 52 weeks' Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance.

Additional Conditions

The following additional conditions apply to Loss of Rent as a result of Damage and Theft by Tenant:

- Cover is unavailable if a Lease Agreement is in a different name to the Tenant residing in the property at the Risk Address.
- We may reduce or refuse to pay a Claim for Loss of Rent as a result of Damage and Theft by Tenant where you or your property manager:
  - fails to issue, or delays issuing, Rent Arrears and termination notices to the Tenant; or
  - fails to pursue, or delays pursuing, a court or tribunal order for the eviction of the Tenant following the expiry of the breach or termination notice.

  These things must be undertaken in accordance with the applicable residential tenancies laws in the State or Territory in which your Risk Address is located.
- The actions/inactions of the property manager you appoint to manage the Risk Address will be deemed to be your actions/inactions.

Section 5: Damage and Theft by Tenant

This section describes the cover offered under Damage and Theft by Tenant.

When you are covered

Your Certificate of Insurance will specify if you have Damage and Theft by Tenant cover. The maximum we will pay for Damage and Theft by Tenant will be shown on your Certificate of Insurance.

The terms that apply to your cover

Damage and Theft by Tenant cover is subject to the terms, conditions, limits and exclusions of this Policy, including:

- Where Rent has been in arrears or if the Tenant has been engaging in behaviour that may result in a breach of lease conditions in the 90 days prior to the inception date of the Policy, then this cover under Section 5: Damage and Theft by Tenant will not be available.

  This cover will only commence from the date the Tenant has fully paid their arrears and subsequent 90 consecutive days pass without arrears occuring as per the rental agreement or if a new tenancy commences.
- the terms set out in this section, which includes information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Deliberate Damage		
Losses arising from Deliberate Damage caused by your Tenant to the Building and/or Contents occurring during the Period of Insurance, provided that the loss or Damage is not able to be covered by any other section of this Policy Document. This cover is also provided where the Building is not insured by this Policy and the Building is insured with another insurer or is insured through a strata building policy. However, this benefit is only payable if the loss is not covered under any other policy. Further, if the loss falls below the excess of these insurance policies, then no benefit is payable under this Policy. Details of the other insurer and their written declinature of the claim must be provided to us.	• Deliberate Damage to Consumable or short-term limited life Household Goods; • additional Damage arising from the actions or lack of actions by you or your agent to minimise Deliberate Damage caused by a Tenant; • loss or Damage caused by or arising directly out of: – the actions of cleaning; – heat, smoke or soot when the Building and/or Contents have not caught Fire; or – poor housekeeping by your Tenants or a member of your Tenant's family or your Tenant's guests. Poor housekeeping includes costs associated with the Tenant's untidy, unclean or unhygienic living habits; • loss or contamination of water in swimming pools, spas or water tanks or similar structures; or • Damage to swimming pools and/or spa covers or similar structures including liners or solar domes. • an act by a Tenant, where you consented to the act; or	The Sum Insured for your Building (If Building cover is selected) Up to $70,000 or the Sum Insured shown on your Certificate of Insurance for your Contents (if Building cover is not selected)

Section 5: Damage and Theft by Tenant

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Deliberate Damage - continued		
	• clean-up and/or repair costs if your Building and/or Contents are Damaged or contaminated as a result of: – any illegal or Controlled Drugs being manufactured, grown, distributed, stored, or consumed at the Risk Address; or – any legal drug or similar substance, including tobacco products, vaporisers and other inhalants	
Damage by Pets		
Damage caused by Pets occurring during the Period of Insurance, provided that the loss or Damage is not able to be covered by any other section of this Policy Document.		Up to $5,000 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).
Theft by Tenant		
Theft by Tenants occurring during the Period of Insurance, subject to the theft being reported to police; The non-return or theft of keys or remote by the Tenant.	• theft of Household Goods	The Sum Insured for your Building (If Building cover is selected). Up to $70,000 for your Contents Up to $1,000 for the non-return or theft of keys or remote by the Tenant.
Legal expenses		
Legal expenses incurred by you, for the purposes of recovering any amount payable under this Section 5 Damage and Theft by Tenant, comprising of court application and/or court lodgement fees and/or court appointed bailiff/sheriff fees; Up to $500 to cover property manager's fees for attending the court or tribunal on your behalf, provided the fee amount and structure is stipulated in the management agreement with your property manager, prior to commencement of court action.	• court costs incurred to defend you or your property manager against actions brought by the Tenant; • costs charged by the managing agent for preparing and lodging an insurance Claim on behalf of you; or • independent legal costs (unless approved by us prior to legal appointment).	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover).
Garbage removal		
Expenses incurred for the purpose of removing garbage left by the Tenant, during the Period of Insurance, in order to return the Risk Address to a habitable condition.	• costs associated with the use of regular garbage removal services provided by local councils and the like.	Up to $500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, or both Building and Contents cover).

Additional Conditions

The following additional conditions apply to Damage and Theft by a Tenant:

- Cover is unavailable if a Lease Agreement is in a different name to the Tenant residing in the property at the Risk Address.
- Although a Claim is able to be lodged and assessed, Claims will only be settled once Bond Monies collected under the state legislation applicable to residential tenancies are exhausted or settlement will be made less any Bond Monies that are recoverable.
- You, and anyone acting on your behalf, must take reasonable steps to minimise the loss.
- We may reduce or refuse to pay a Claim for Damage and Theft by a Tenant where you or your property manager:
  - fails to issue, or delays issuing, Rent Arrears and termination notices to the Tenant; or
  - fails to pursue, or delays pursuing, a court or tribunal order for the eviction of the Tenant following the expiry of the breach or termination notice.

  These things must be undertaken in accordance with the applicable residential tenancies laws in the State or Territory in which your Risk Address is located.
- The actions/inactions of the property manager you appoint to manage the Risk Address will be deemed to be your actions/inactions.

Section 6: Tenant Default

This section describes the cover offered under Tenant Default.

When you are covered

Your Certificate of Insurance will specify if you have Tenant Default cover. The maximum we will pay for Tenant Default will be shown on your Certificate of Insurance.

The terms that apply to your cover

Tenant Default cover is subject to the terms, conditions, limits and exclusions of this Policy, including:

- Where Rent has been in arrears
- or if the Tenant has been engaging in behaviour that may result in a breach of lease conditions in the 90 days prior to the inception date of the Policy, then this cover under Section 6: Tenant Default will not be available. This cover will only commence from the date the Tenant has fully paid their arrears and a subsequent 90 consecutive days pass without arrears occurring as per the rental agreement or if a new tenancy commences.
- the terms set out in this section and the table below, which includes information about what is covered and what is not covered, any sub-limits and Excesses that apply;
- the General Exclusions (which start on page 42); and
- the General Conditions (which start on page 45).

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Tenant Default – Departure without notice and/or payment		
• You are covered for Rent loss under a Lease Agreement, during the Period of Insurance arising from: – the default in payment of Rent under the lease by the Tenant and the Tenant fails to remedy the default; or – the departure of the Tenant from the Risk Address before the end of the tenancy period without giving the notice required under the Lease Agreement or as required by the applicable law. • Rent loss caused by Tenant eviction with no vacant possession • We will also pay for Rent loss caused by a Tenant refusing to vacate your Risk Address after being served an order of eviction or possession (or similar legal document authorising eviction) from a court or tribunal.	• more than you would be legally entitled to claim from the Tenant under their Lease Agreement; • where the Lease Agreement is in a different name to the Tenant residing in the Risk Address; • Sub-letting or multiple Lease Agreements in place for an individual Risk Address (unless accepted in writing by us); or • Rental Guarantee Arrangements.	Up to 20 weeks' Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance. Rent loss caused by Tenant eviction: Up to 52 weeks' Rent up to a maximum of $1250 per week or as otherwise listed on your Certificate of Insurance.

Section 6: Tenant Default

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Tenant Default – Court ordered termination		
• Rent loss under a Lease Agreement, resulting from a court or tribunal ordered termination of the Lease Agreement during the Period of Insurance; • The cost of re-keying locks following a court-ordered termination.	• more than you would be legally entitled to claim from the Tenant under their Lease Agreement; • where the Lease Agreement is in a different name to the Tenant residing at the Risk Address; • Sub-letting or multiple Lease Agreements in place for an individual Risk Address (unless accepted in writing by us); or • Rental Guarantee Arrangements.	Up to 20 weeks' Rent up to a maximum benefit amount of $25,000. Up to $1,000 for the cost of re-keying locks following a court-ordered termination
Tenant Default – Death, murder or suicide (or attempted murder or suicide)		
Rent loss under a Lease Agreement, during the Period of Insurance caused by the death, murder or suicide (or an attempt of either) of the sole Tenant at the Risk Address shown on your Certificate of Insurance.	• more than you would be legally entitled to claim from the Tenant under their Lease Agreement; • where the Lease Agreement is in a different name to the Tenant residing at the Risk Address; • Sub-letting or multiple Lease Agreements in place for an individual Risk Address (unless accepted in writing by us); or • Rental Guarantee Arrangements.	Up to 26 weeks' Rent up to a maximum of $1,250 per week or as otherwise listed on your Certificate of Insurance.
Tenant Default – Financial Hardship		
• Rent loss under a Lease Agreement, during the Period of Insurance where a Court or Tribunal has released your Tenant from their obligation to pay Rent due to conditions of Financial Hardship; • Rent loss under a Lease Agreement, during the Period of Insurance where Financial Hardship has been identified and resulted in the Tenant breaching the lease terms and conditions.	• more than you would be legally entitled to claim from the Tenant under their Lease Agreement; • where the Lease Agreement is in a different name to the Tenant residing at the Risk Address; • Sub-letting or multiple Lease Agreements in place for an individual Risk Address (unless accepted in writing by us); or • Rental Guarantee Arrangements.	Up to 12 weeks' Rent up to a maximum benefit amount of $15,000.

Section 6: Tenant Default

What is Covered (and some things to note about your cover)	What is not Covered (The following Specific Exclusions and limitations apply to this section:)	$ Maximum Limit
Tenant Default – Domestic Violence		
• Rent loss under a Lease Agreement, during the Period of Insurance where a Court or Tribunal has released your Tenant from their obligation to pay Rent due to conditions of Domestic Violence; • Rent loss under a Lease Agreement, during the Period of Insurance where Domestic Violence has occurred and resulted in the Tenant breaching the lease terms and conditions.	• more than you would be legally entitled to claim from the Tenant under their Lease Agreement; • where the Lease Agreement is in a different name to the Tenant residing at the Risk Address; • Sub-letting or multiple Lease Agreements in place for an individual Risk Address (unless accepted in writing by us); or • Rental Guarantee Arrangements.	Up to 20 weeks' Rent up to a maximum benefit amount of $25,000.
Legal expense		
Legal expenses incurred by you, for the purposes of recovering any amount payable under this Section (6) Tenant Default, comprising of court application and/or court lodgement fees and/or court appointed bailiff/ sheriff fees; Up to $500 to cover property manager's fees for attending the court or tribunal on your behalf, provided the fee amount and structure is stipulated in the management agreement with your property manager, prior to commencement of court action.	• court costs incurred to defend you or your property manager against actions brought by the Tenant; • costs charged by the managing agent for preparing and lodging an insurance Claim on behalf of you; or • independent legal costs (unless approved by us prior to legal appointment).	Up to $7,500 (This is the total limit of your Policy regardless of whether you have Building cover, Contents cover, Damage and Theft by Tenant cover or Tenant Default cover).

Additional Benefits

When we pay a Claim for any of the insured events listed under 'Tenant Default', we will also pay up to $500 during the period of insurance for re-letting fees that are in excess of the Bond Monies.

For the purpose of this added benefit, re-letting fees means the amount paid to an agent for the costs incurred in finding you a new tenant and if those costs are required as part of your Lease Agreement.

Additional Conditions

The following additional conditions apply to Tenant Default:

- No Claim will be paid under this cover until such time as any Bond Monies collected under the state legislation applicable to residential tenancies are exhausted.
- Cover is unavailable if a Lease Agreement is in a different name to the Tenant residing in the property at the Risk Address.
- You, and anyone acting on your behalf, must take reasonable steps to minimise Rent loss.
- We may reduce or refuse to pay a Claim for Tenant Default where you or your property manager:
  - fails to issue, or delays issuing, Rent Arrears and termination notices to the Tenant; or
  - fails to pursue, or delays pursuing, a court or tribunal order for the eviction of the Tenant following the expiry of the breach or termination notice.

  These things must be undertaken in accordance with the applicable residential tenancies' laws in the State or Territory in which your Risk Address is located.
- The actions/inactions of the property manager you appoint to manage the Risk Address will be deemed to be your actions/inactions.

General Exclusions applicable to all Sections

General

Your Policy does not cover loss or damage or liability caused by, arising from or in connection with any of the following:

1. plants, shrubs, hedges, trees, loose or compacted soil, lawn, artificial turf, gravel, pebbles, rocks or garden beds, other than specific limited cover provided under Section 1: Building, as shown on page 22;
2. swimming pools, spas, septic tanks, water tanks (and other in-ground or above-ground structures or their surrounds) caused by hydrostatic pressure or hydrodynamic pressure;
3. damage to swimming pool and/or spa covers or similar structures including liners or solar domes;
4. retaining and freestanding outdoor walls;
5. an event occurring outside the Period of Insurance;
6. roots from grass, plants, shrubs, hedges or trees;
7. a tree or branch lopped by you or on your behalf;
8. electrical contacts at which sparking or arcing occurs in ordinary working;
9. Damage to lighting or heating elements, fuses or protective devices;
10. gradual deterioration including corrosion, rust, wear, tear, oxidation, change of colour, the action of light, air, sand, sea salt, sea water or atmospheric or climatic conditions.
11. lack of maintenance;
12. inherent defects or faults, faulty workmanship, structural faults, faulty design;
13. vibration, unless caused by an insured event for which cover is provided under this Policy;
14. scratching, biting, chewing, clawing, pecking, or scuffing, that is gradual, ongoing or developing, except to the extent covered under 'Damage by Pet' benefit in Section 5;
15. animals, birds, insects, spiders or vermin (such as but not limited to, termites, rats, mice, or wildlife), other than the limited cover provided under optional additional Damage and Theft by Tenant cover "Damage by Pets" (section 5);
16. Sub-letting of the Risk Address, to the extent it materially changes the risk profile. However, this exclusion does not apply to cover for perils unrelated to sub-letting (e.g. storm damage);
17. Lease Agreement in a different name to the occupants residing in the Risk Address (unless accepted by us in writing);
18. any intentional, fraudulent and/or illegal act committed by you, your Family or by any person acting with your express or implied consent;
19. you illegally keeping explosives, flammable or combustible substances at the insured Risk Address;
20. your failure to store, use or dispose of any hazardous materials legally and in accordance with manufacturer's directions;
21. acts of Tenants with your consent or a representative of you;
22. Tenants undertaking Maintenance Works at the Risk Address including whilst carrying out repairs, or attempted repairs. (This may include, but is not limited to, loss or Damage caused whilst cleaning, clearing gutters, fixing leaks and/or patching/ painting walls). However, this exclusion does not apply to cover for perils unrelated to such maintenance works (e.g. storm damage);
23. actions of the sea or ocean, including where these are a result of wind or atmospheric changes associated with Storms, tidal waves and high tides;
24. a bushfire, grassfire, tsunami, Earthquake, volcanic eruption, Named Cyclone or Flood that occurs within 72 hours of the start of the Period of Insurance. However, we will cover these incidents if your Policy began on the same day:
    a. you bought the Risk Address: or
    b. another insurance policy covering this Risk Address expired.

    If this is the case, we will pay up to the Sum Insured covered under the expired policy (any increase in the Sum Insured will not be covered for these events in the first 72 hours);
25. mould or mildew, wet or dry rot, rising damp or dampness unless caused by loss or Damage that is insured and accepted by your Policy;

General Exclusions

26. water seeping, percolating or otherwise penetrating into Buildings as a result of:
    a. structural defects;
    b. faulty design of the Buildings; or
    c. faulty workmanship in the construction of the Buildings;
27. an inadequate drainage system;
28. water leaking through a shower recess or base caused by missing or deteriorated grout and/or sealant and/or lack of, failed or deteriorated waterproofing membrane other than limited cover provided under Section 2: Contents, as shown on page 26;
29. the escape of liquid occurring as a result of a gradual process of leaking, splashing, dripping or overflowing;
30. liquids escaping from pipes designed to leak (such as an irrigation system);
31. liquids escaping from a pot plant, vase, planter box, terrarium, beverage container, cooking pot, bucket, swimming pool, watering can or watering systems;
32. water entering your Building as a result of your failure to perform adequate maintenance on your Building, or a structural defect, or faulty design or workmanship;
33. earth movement except for landslide or subsidence where it occurs within 72 hours of, and as a direct result of:
    a. an explosion;
    b. an Earthquake or tsunami or volcanic eruption;
    c. a Storm; or
    d. escape of liquids from a fixed pipe or something attached to a fixed pipe, fixed gutter, fixed tank or fixed drain;
34. keys being provided for the purpose of property inspections, contract cleaning or contract works;
35. mechanical, electronic or electrical breakdown (including power fluctuation/surge) or malfunction unless caused by Electric Motor Burnout;
36. the removal or weakening of supports or foundations for the purpose of alterations, renovations or repair;
37. settling, shrinkage or expansion in the Building, foundations, walls or pavements;
38. consequential loss of any kind;
39. Damage to your Risk Address while it is being cleaned, repaired, restored or altered by your property agent or contractor acting on your behalf;
40. any amount recoverable under a manufacturer's or retailer's guarantee or warranty (including a builders warranty under the relevant state legislation);
41. Tenant utilising the Risk Address for commercial activities, trade, manufacturing or childcare (with or without your knowledge and/or consent), to the extent it materially changes the risk profile. However, this exclusion does not apply to cover for unrelated perils (i.e. storm damage);
42. war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
43. any order of any government, public or local authority including compulsory acquisition, lawful seizure, confiscation, nationalisation, requisition, repossession of your Building and/or Contents;
44. direct or indirect exposure to radiation or contamination by radioactivity from any nuclear weapon, nuclear fuel, nuclear waste, nuclear material or nuclear fission or fusion;
45. any penalties, fines, punitive, exemplary or aggravated damages for which you are liable;
46. you or your managing agent fails to take reasonable actions and precautions. There is no cover under any section of your Policy to the extent that the loss or Damage is caused by or arises from you or your managing agent:
    a. not taking reasonable care to protect and maintain the Risk Address;
    b. not taking reasonable steps to minimise the cost of any Claim under your Policy; or
    c. not complying with all applicable laws relating to the safety of a person or property;
47. after the first 72 hours of any Riot, civil commotion or industrial unrest; or
48. any actual or alleged use, removal of, presence of or exposure to asbestos, any asbestos products or products containing asbestos. However, in relation to claims involving Damage to or removal of asbestos materials from the Risk Address, we will pay the costs to replace or repair Damaged property or remove debris, that would have been payable if the material had not contained asbestos. The most we will pay is the cost of standard materials being used and available at the time of repairs or replacement or removal of Damaged property insured;
49. any Communicable Disease, or the fear or threat or perceived threat of any Communicable Disease, whether directly or indirectly caused;

50. any direct or indirect loss of, alteration of, or damage to or a reduction in the functionality, availability or operation of Computer Systems. We will cover physical Damage to Computer Systems at the Risk Address directly occasioned by natural perils, aircraft or vehicle impact and falling objects.
51. trade or economic sanctions or other laws or regulations prohibiting Us from providing insurance, including, but not limited to, the payment of claims. All other terms and conditions of the policy remain unchanged.
52. the loss of, or denial of access to, any Data or any amount pertaining to the value of such Data, or the cost of recovery, reinstallation or Replacement, repair or restoration;
53. any act of terrorism, whether directly or indirectly caused and regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

    For the purpose of this exclusion an act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

    This exclusion also excludes loss, damage, cost or expense of whatsoever 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 any act of terrorism.

    In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

54. renovations being undertaken to the Building, where:
    a. loss or Damage caused by water entering the home due to Building renovations, alterations or additions;
    b. loss or Damage as a result of theft to any uninstalled appliance or building materials;
    c. loss or Damage as a result of theft or attempted theft by any person who is on the site with your consent or the consent of another person residing at the Risk Address;
    d. loss or Damage due to theft or attempted theft or where the Building security has been compromised due to the works being carried out;
    e. legal liability in respect to any loss or Damage caused by or as a consequence of the Building renovations alterations and/or additions if the total value of the project is greater than $100,000; or
    f. Accidental Damage by, or as a consequence of Building alterations, renovations or additions.

General Conditions

The following conditions apply to your policy.

Alteration of Risk

You must tell us promptly if:

- you intend to change or have changed the occupancy of the property at the insured address, for example from tenanted to owner occupied, or from long term tenancy to short term tenancy;
- you change who is responsible for managing the property at the insured address (self-managed to property manager, or vice versa);
- you change the amount of rent you collect on a rental agreement;
- the buildings at the insured address are not going to be occupied for more than 100 days;
- any detail on your policy schedule is no longer accurate, such as the insured address;
- you intend to demolish your buildings at the insured address, have lodged an application to do this, or a government authority has issued a demolition order;
- trespassers (squatters) occupy the property at the insured address;
- you commence building or renovations at the insured address if the value of the work exceeds $150,000;
- anything else happens that a reasonable person in the circumstances would consider to increase the chance that loss, damage or injury will occur, or liability will be incurred at the insured address.

Occupancy

We may, acting reasonably to the extent permitted by law, not pay a claim to the extent that the Risk Address is not used for private residential purposes and subject to a Lease Agreement and this change in use caused or contributed to the loss, unless we agreed to the change in writing.

Actions of Property Managers/Agents

If you appoint a property manager or agent to manage the Risk Address, any actions/inactions undertaken will be considered to be actions/inactions by you.

Duty to Mitigate Repairs

We may reduce or refuse your claim in relation to repairs if you or your property manager:

- fails to take reasonable steps to prevent further loss or Damage to your Risk Address after any incident; or
- fails to repair or rectify any defect, structural fault, design fault or faulty workmanship as soon as is reasonably possible after you or your property manager become aware of these repairs, or a reasonable person in the circumstances would have become aware of it;
- and such failure caused or contributed to the loss.

Breach Notices

We may reduce or refuse your claim if you or your property manager:

- fails to issue, or delays issuing, breach or termination notices to the Tenant within a reasonable time; or
- fails to pursue, or delays pursuing, a court or tribunal order for the eviction of the Tenant following the expiry of the breach or termination notice,

and that failure caused or contributed to the loss or increased the amount we have to pay.

These things must be undertaken in accordance with the applicable residential tenancies laws in the State or Territory in which your Risk Address is located.

Failure to Re-let

You must demonstrate that you or your property manager has taken reasonable steps to re-let the Risk Address as soon as possible after the actual departure of the Tenant or the date the Tenant was legally required to vacate the Risk Address. If you fail to do so, we will (acting reasonably), calculate the benefit payable for a claim for loss of Rent from the point in time that it would have been reasonable to have attempted to re-let the Risk Address.

Keep your Building and Contents in good condition and well maintained

You must take reasonable steps to maintain your Building and Contents in a good state of repair and condition. This includes but is not limited to taking reasonable steps to:

- ensure that the Building is watertight, structurally sound and secure;
- ensure that gutters, downpipes and roof valleys are not clogged with debris and are not rusted, loose, falling down or missing;
- ensure that floors, walls or ceilings are intact and secure and that any Damage to these items and any other parts of the Building that are not the subject of a Claim under this Policy are repaired;
- comply with all applicable statutory government or local authority regulations and by-laws; or
- ensure that all Building maintenance or repairs to the Building and/or Contents are undertaken by an appropriately qualified person or licensed tradesperson.

If you do not take reasonable steps to maintain your Building and Contents in a good state of repair and condition, we may reduce the amount we pay for a claim to the extent that your failure has caused or contributed to the loss, damage, liability, costs or expenses, or has increased the cost to us of handling or settling the claim, and only to the extent permitted by the Insurance Contracts Act

You must also make reasonable efforts to protect your Building and Contents from any loss or Damage.

Claims under multiple sections

If the same item, component of property, occurrence of damage, liability, or cost arising from a single event is covered under more than one section of this Policy, you may only claim under one section in respect of that item, damage, liability or cost. We will not pay more than once for the same item, damage, liability or cost, and our total payment will not exceed the highest amount payable under any one of the applicable sections for that item, damage, liability or cost.

This condition does not prevent you from making claims under more than one section where the same event causes separate loss or damage to different insured interests or property insured under this Policy (for example, Buildings and Contents). In such cases, each section may respond in accordance with its terms, limits and deductibles, provided that we do not pay more than the amount of the actual loss for any particular item, damage, liability or cost.

Unoccupancy

If the Risk Address is unoccupied for over 90 days and we have not agreed to the unoccupancy period in writing, your cover will be limited to physical loss or Damage caused by: Earthquake, Named Cyclone, tsunami and volcanic eruption, Flood, Storm, impact (by vehicle, aircraft, watercraft, space debris, satellite or a tree branch), Riot and Electric Motor Burnout, under Section 1: Buildings and/or Section 2: Contents.[

Limits

We are not liable for any loss or Damage or liability or costs or expenses under the Policy that are greater than the Sum Insured on your Certificate of Insurance, except where the benefit is specifically shown as additional to the Sum Insured.

Sanctions

Chubb Insurance Australia Limited is a subsidiary of a US company and Chubb Limited, a NYSE listed company. Consequently, Chubb Insurance Australia Limited is subject to certain US laws and regulations in addition to EU, UN and national sanctions restrictions, which may prohibit it from providing cover or paying claims to certain individuals or entities or insuring certain types of activities related to certain countries such as but not limited to Iran, Syria, North Korea, North Sudan, Crimea and Cuba

The Insurers will not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us, or our parent, to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, Commonwealth of Australia or United States of America.

Failure to pay premium

If you are paying your annual premium directly to Pip, we will deduct your annual premium from your nominated bank account or credit card within three business days after the day the details of the credit card or bank account have been provided to us.

If an attempt to deduct your annual premium is dishonoured for any reason, we will notify you and/or your intermediary and provide details on:

- any actions required by you; and
- when we will next attempt to deduct the annual premium.

After three unsuccessful attempts to deduct the annual premium, we may cancel this policy. We will send a notice to you with details of the action we intend to take and when the cancellation will become effective.

Cancellation

You may cancel the Policy at any time by notifying us. Cancellation by you will be effective from 4pm, local time, on the later of the day we receive the cancellation notice or the date specified in the notice.

We have the right to cancel the Policy where permitted by and in accordance with the law. For example, we may cancel the Policy in certain circumstances. These include:

- if you failed to comply with duty to take reasonable care not to make a misrepresentation (go to page 6);
- where the Insured (as a consumer) failed to take reasonable care in disclosing information to the insurer;
- where you have failed to comply with a provision of the Policy, including the term relating to payment of premium;
- where you have made a fraudulent Claim under the Policy or under some other contract of insurance that provides cover during the same period of time that our Policy covers you; or
- where we accept payment of premium by seven or more periodic instalments and at least one instalment remains unpaid in excess of one month from the date on which it was due and payable. If this occurs, we will, send you a notice giving you details of the action we intend to take and when any cancellation will, become effective.

If we decide to cancel the Policy, we will give notice in accordance with the Insurance Contracts Act to you electronically or by post to your last know address. It is your responsibility to ensure that if your address changes, you let us know.

Refund policy

If you or we cancel the Policy outside your cooling off rights, we may retain:

- a pro rata proportion of the premium for time on risk;
- non-refundable administrative costs charged when taking out the Policy; and/or
- any government taxes or duties we cannot recover.

If you have made a Claim or intend to make a Claim under the Policy for a total loss, which occurred during the time on risk, no refund will be made for any unused portion of the premium.

Law and Jurisdiction

This insurance is subject to the laws of the Commonwealth of Australia and the Australian State or Territory in which the Risk Address is situated and the parties agree to submit to the exclusive jurisdiction in the courts of that Australian State or Territory.

Singular and plural

Where a word is used in the singular, it also includes the plural, and where a word is used in the plural, it also includes the singular, unless the context indicates otherwise.

Claims Settlement

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How we settle your Claim

Reinstatement, Replacement or Repair

We may, acting reasonably, settle any Claim by payment, Reinstatement, Replacement or repair. We will decide whether to repair, replace, rebuild or pay you the reasonable cost of repair or replacement, taking into account the nature of the damage, availability of materials and repairers, cost-effectiveness, and your reasonable interests.

What you must do

If loss or damage or an event occurs which is likely to result in a Claim, you must at your own expense:

- advise us as soon as reasonably practical of full details of any loss, damage, injury or notice of claim against you;
- provide us with all information and evidence we may reasonably require;
- take reasonable precautions to prevent further loss or damage or liability; and/or
- inform the police of any actual or attempted malicious damage, theft or housebreaking.

If you do not comply with these requirements, we may reduce or refuse to pay your Claim to the extent that your non compliance has caused or contributed to the loss, Damage, liability or our costs of handling the Claim.

Where claims are made against you or any other person insured by the Policy:

- you or such other person must not admit responsibility or offer or agree to settle the claim by exercising your rights under this Policy without our prior consent;
- we will be entitled to take over and conduct in your name or such other person any legal proceedings to defend the claim and to seek any legal remedy against other persons; and/or
- we will, acting reasonably and taking into account your reasonable interests, have full discretion in the conduct of negotiations, proceedings and settlement of the Claim and you or such other person must give such information and assistance as we may reasonably require.
- We will not unreasonably withhold our consent to any reasonable settlement, and when conducting any proceedings in your name we will act reasonably and take into account your reasonable interests.

How Claims impact your insurance

Where you have a Claim under the Building or Contents section of this policy which does not result in us paying the full Sum Insured, your cover will continue up to the full Sum Insured.

Where you have a Claim for Contents which results in us paying the full Sum Insured, the cover for your Contents will end, however, any other sections of the Policy taken will continue. In addition we will provide temporary cover of $10,000 for Contents up to a 3-month period after the date of loss, Damage or destruction that led to your Claim.

Where you have a Claim under Building which results in us paying the full Sum Insured the cover for your Policy including all covers will end. No premium refund is due if you have paid your premium annually.

If you are paying your premium monthly, we will deduct the balance of the yearly premium from the Claim settlement. You will need to contact us if you want to apply for a new Policy for the Building or Contents you replace.

Fraudulent Claims

If any Claim is in any respect fraudulent or if any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefit under the Policy, we will, acting reasonably and in accordance with the law, refuse payment of such Claim.

How we settle Claims under Building cover (Section 1)

If we agree that your Claim for loss or Damage to your Building is covered under the Policy, we will pay the reasonable cost of repairing or rebuilding the Damaged part of your Building to the same condition as it was when new.

We will do our best to source materials that are the same type, standard and specification as the original materials that require replacing.

Where these materials are not available in Australia, we will, acting reasonably, source and/or pay for the costs of materials that are of a similar kind or quality.

We will not pay to replace any undamaged items or materials.

We do not pay to replace undamaged parts of the Building solely so that new materials will match existing materials in appearance, unless specified specifically in this policy. For example, if tiles in one area of a bathroom are Damaged, we will repair or replace only those tiles in the affected area.

The most we will pay for a Damaged dividing fence is your legal share (half the cost) of Replacement or rebuilding.

Repair or Replacement of Fixed Floor Coverings and Wall Coverings is limited to the room, hall or passageway in which the loss or Damage occurred.

We may:

- enter into a contract with a builder to repair or rebuild your Building; or
- pay you the cost of repairing or rebuilding your Building in cash or cash equivalent and taking into account your reasonable interests.

If your Damaged Building can be repaired or rebuilt, but you don't want to repair or rebuild to the original design or specification, we will pay you the reasonable amount to cover the cost of rebuilding or repairing your existing Building as new.

The most we will pay is your Building Sum Insured. Excesses and other deductions may be applied to these settlements. The payment amount may also be adjusted in accordance with the GST provisions in this document.

Where Replacement conditions do not apply, or you do not repair or reinstate the Risk Address within a reasonable timeframe, Claims will be settled on an Indemnity Basis.

How we settle Claims under Contents cover (Section 2)

If we agree that your Claim for loss or Damage to your Contents is covered under the Policy,

We may:

- repair or replace the item (or items); or
- pay you the cost of repairing or replacing the item (or items) in cash or cash equivalent and taking into account your reasonable interests.

We will pay for the Replacement cost of the Damaged Contents provided that:

- when we repair or replace your Floor Coverings or internal Window Coverings, we will only pay for the repair or replacement in the room or rooms where the loss or damage occurred;
- we will not pay for matching Floor Coverings or internal Window Coverings to create a uniform effect throughout your Building;
- the item is not more than 10 years old at the time of the loss or Damage (Except Electric Motor Burnout as provided in section 2); or
- if any part of a pair or set is lost or damaged, we will not pay more than the replacement value of the part which is lost or Damaged.

We consider the reasonable cost of repair or Replacement to be the retail price of the item as if it were new or if we were to repair or replace it on your behalf. Excesses and other deductions may be applied to these settlements. The payment amount may also be adjusted in accordance with the GST provisions in this document.

We will not pay to replace any undamaged items or materials.

Where Replacement conditions do not apply, or you do not repair or reinstate the Risk Address within a reasonable timeframe, Claims will be settled on an Indemnity Basis.

The most we will pay for Damage to your Contents is the Contents Sum Insured stated on your Certificate of Insurance, less any applicable Excess.

How we settle Claims under Loss of Rent cover (Section 4)

How we calculate the Rent you have lost

The sum for which we will be liable will be the actual amount of Rent you have lost.

This is calculated from the date rendering the Risk Address Uninhabitable to the date that the Risk Address is deemed by us acting reasonably, to be fit for re-tenancy.

When we will not pay for Rent you have lost

We will not pay for Rent you have lost where:

- there has been undue delay prior to repairs commencing;
- loss of Rent has arisen out of another insurer's claim;
- loss or Damage has not resulted from a Claim under Building cover (section 1) or Contents cover (section 2);
- loss or Damage to the Building has rendered the Risk Address Uninhabitable and we do not cover the Building;
- loss or Damage to the Contents has rendered the Risk Address Uninhabitable and we do not cover the Contents; or
- the Rent lost is more than the Sum Insured or limit stated in your Certificate of Insurance or this document.

How we settle Claims under Damage and Theft by Tenant cover (Section 5)

We will not pay more than the Sum Insured stated in your Certificate of Insurance.

We will, acting reasonably, settle your Claim for Damage and Theft by Tenant as follows:

Where there is a valid Claim under Damage and Theft by Tenant (Section 5), we will pay the cost of Replacement or Reinstatement to your Building and Contents to a condition substantially the same as, but not better than its condition when new, which includes the additional costs necessary to comply with current applicable government or local by-laws.

Provided that:

- Reinstatement or repair is commenced without undue delay, not including delays beyond your control such as unavailability of materials or labour, or processing of permits;
- the property located at the Risk Address is maintained in good condition prior to any Damage;
- cover in respect of Floor Coverings, Fixed Floor Coverings, Wall Coverings, ceiling coverings and Window Coverings is restricted to the room or rooms in which Damage occurs;
- the item is not more than 10 years old at the time of the loss or Damage; Where an item exceeds 10 years, the settlement may revert from Reinstatement conditions to Indemnity Basis;
- if any part of a pair or set is lost or Damaged, we will not pay more than the Replacement value of the part which is Damaged; or
- we will not pay to replace any undamaged items or materials.

Where Replacement conditions do not apply, Claims will be settled on an Indemnity Basis provided that:

- cover in respect of floors, Fixed Floor Coverings, Floor Coverings, Wall Coverings and Window Coverings, is restricted to the room or rooms in which Damage occurs; or
- if any part of a pair or set is lost or Damaged, we will not pay more than the Replacement value of the part which is Damaged.

How we settle Claims under Tenant Default cover (Section 6)

A Claim under Tenant Default Cover is payable under this Policy for the period shown on your Policy Certificate.

Conditions for Tenant Default cover Claims

Cover is only provided where you:

- have collected at least 4 weeks rental bond at the beginning of the Lease Agreement;
- obtain or hold the rental Bond Monies from the Tenant; and
- proceed to exercise your legal rights including make an application for Rent loss, rental Bond Monies and compensation for any damages and/or expenses;

The maximum benefit on your Policy is a limit per Period of Insurance. For example, if two tenancies default during one Period of Insurance, the most we will pay is 20 weeks rent combined for both claims. This means that if 7 weeks Rent had been paid on the first defaulting tenancy, then only 13 weeks Rent can be paid for the subsequent defaulting tenancy.

How Claims are calculated

Provided all conditions of cover are met the Claim will be calculated as follows:

- **Fixed term Lease Agreement**

  Tenant default is payable from the date a Tenant has defaulted in their payments until the expiry of the fixed term Lease Agreement or until a day before a new Tenant is due to move in, whichever is sooner.

- **Periodic Rental Agreement**

  Tenant default is payable from the date a Tenant has defaulted on their payments until the day they vacate the Risk Address plus the number of days they are required to give as notice.

- **Rent reduction and deferral of Rent**

  If you agree to a reduction of Rent, you cannot claim the difference in rental payments. For example, if the rental is $400 per week and you agree to reduce it to $300 per week, the difference of $100 is not claimable. Likewise, if you agree that a Tenant can stop paying Rent for a period of time, this amount is not claimable. If a Tenant subsequently defaults on Rent, a Claim may be submitted and will be paid on the new reduced rental amount. If a Tenant defaults on a rental deferral, the deferred amount is not claimable.

Rental Bond deduction

The Bond Monies form the first part of any Damage and Theft by Tenant (Section 5) and/or Tenant Default (Section 6) and is able to be used for:

- unpaid water invoices;
- re-letting fees exceeding the policy limit of $500;
- advertising costs;
- cleaning and steam cleaning costs;
- rubbish removal exceeding the policy limit of $500;
- repairs/Maintenance;
- tribunal costs exceeding the policy limit of $7,500;
- gardening;
- Rent default exceeding policy limits; or
- any other uninsured losses

Once the Bond Monies have been fully utilised your Claim begins. Allowable Bond Monies expenses over and above rental Bond Monies (exhausting the Bond Monies in full) are not covered under this Policy.

Claim lodgement

You can help us assess your Claim by providing the following documents where they are available. If any of these documents are not available, please contact us. We may be able to accept alternative evidence to reasonably verify your loss.

Tenant Default Claim

- completed Claim form
- reason for default and period claimed (e.g. 01/07/25 – 19/07/25)
- tenancy tribunal documents
- old Lease Agreement
- new Lease Agreement
- Rent ledger
- rental Bond refund form
- invoices to support rental Bond has been exhausted
- copy of any correspondence to the Tenant advising Rent is late/due or notice to vacate
- your bank account details (i.e. account name, BSB, and account number)

Deliberate Damage and Theft Claim

- completed Claim form
- photos of Damaged items
- ingoing, outgoing and routine inspection reports
- quotes for repairs/Replacement
- your bank account details (i.e. account name, BSB and account number)

Loss of Rent arising from Damage to your Building or Contents

This section refers to the loss of Rent incurred due to your Risk Address becoming Uninhabitable following insured loss or Damage.

Documents Required:

- Lease Agreement for last Tenant
- rental ledger for last Tenant
- repair report confirming cause of Damage and that the Risk Address is Uninhabitable
- repair invoice confirming repairs have been completed along with repair dates.

Our rights of recovery

In respect of any Claim covered by this Policy, and without limiting our rights at law, we shall be subrogated to all your rights of recovery, and you shall provide all paperwork required and shall do such acts and things as may be reasonably necessary or reasonably required by us to secure and preserve such rights, including the provision of relevant information, your cooperation and any documents necessary to enable us to effectively pursue recovery action in your name (including the commencement of legal proceedings against the responsible party).

You shall not do anything or fail to do anything which excludes, limits or prejudices our rights of subrogation. In particular, without limiting the operation of this provision, you shall not enter into any contract or agreement which excludes, limits or prejudices a right of recovery which you may have in respect of any Claim covered by this Policy.

When we exercise these recovery rights, including commencing legal proceedings in your name, we will act reasonably and take into account your reasonable interests. We will not require you to contribute to the legal costs of pursuing recovery unless we have agreed this with you.


the property insurance people

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