



ANZ Landlord Insurance

Product Disclosure Statement and Policy

Date: September 2007

Insurer: CGU Insurance Limited

ABN 27 004 478 371

AFSL 238291

An IAG Company.



Why choose ANZ Landlord Insurance?

ANZ Landlord Insurance is designed with an emphasis on protecting your residential investment property and rental cashflow.

ANZ Landlord Insurance provides cover for damage and vandalism caused by tenants and also covers:

- › Major risks, like fire or storm damage
- › Loss of rent if the property is unable to be rented out due to damage incurred
- › Rent default
- › Theft by a tenant
- › Legal liability for injuries to people or damage to property, resulting from the management or ownership of the property.

Plus, ANZ Landlord Insurance offers:

- › **Up to three months bonus cover** – Available during your settlement period
- › **Pay monthly at no extra cost** – By Direct Debit or credit card
- › **Choice of cover** – You can protect your building or contents... or both!
- › **Efficient claims process** – Our 24 hour/7 days claims assistance service are always ready to help.

Any questions? Call the ANZ Insurance Centre on 1800 062 660, weekdays from 8am to 8pm (Sydney time).

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The purpose of this PDS

This Product Disclosure Statement (PDS) has been designed to help you understand ANZ Landlord Insurance so you can get the most out of your Policy.

This PDS contains detailed information on the features of ANZ Landlord Insurance, including its benefits, risks and how the premium is calculated. Plus, we have included a glossary to describe words with a special meaning.

When you take out a Policy with us, we agree to provide the cover described in your current Schedule and this PDS, as well as any Supplementary PDS we may issue. Together, they make up the terms and conditions of your landlord insurance contract with us. We recommend that you read them carefully and store them together in a safe place.

Choice of covers

ANZ Landlord Insurance provides cover for loss or damage to the buildings or contents that make up your rental property.

We also provide cover under specific conditions for a range of events and additional covers.

You can choose to take out either a:

- › Buildings Policy
- › Contents Policy or
- › Combined Buildings and Contents Policy.

You can also add options to your Policy to cover:

- › Strata Title Mortgagee Protection
- › Workers' Compensation.

Your buildings or contents, and the options you have chosen will be covered up to the sum insured and listed on your current Schedule.

Buildings cover

What buildings we protect

We will cover residential buildings, their fixtures and fittings and any structural improvements at your rental property.

Buildings cover includes	Buildings cover does not include
Residential buildings, including any professional offices or surgeries in those buildings	Buildings that a tenant is liable for under the terms of a written, rental agreement, unless the building is listed under 'Buildings cover does include' in your Policy
Domestic outbuildings	Plants, shrubs, trees or grass
Fixed coverings to walls, floors and ceilings	Fixed carpets, curtains or internal blinds
Infrastructure for services, including infrastructure for the supply of electricity, gas, water, internet and telephone	Building materials
Items built in, fixed to, or on the buildings	
Blinds or awnings on the outside of the buildings	
Anything permanently built, constructed or installed on your rental property for domestic purposes	

How much we will pay

When you take out a Buildings Policy, you must nominate the replacement value of your buildings at today's prices. This is called your 'sum insured' and is listed on your Schedule.

We will cover your buildings up to the sum insured. If you make a claim, you must pay any excesses that apply. You will only need to pay this amount once, for each claim.

For details about when your buildings are protected, see page 9–15. Any cover we provide is subject to exclusions outlined on page 23–25.

Contents cover

What contents we protect

ANZ Landlord Insurance will cover household goods you own or are legally responsible for that are not fixed or fitted to your buildings at your rental property.

Contents include	Contents cover does not include
Items thinly covered with gold or silver that are not jewellery or watches	Jewellery and watches
Carpets, curtains or internal blinds	
Fixtures and fittings that you have installed if you are the owner of a strata title unit	Fixtures and fittings that you have installed if you are the owner of a strata title unit that the body corporate or similar body has insured
Internal ceiling, floors, walls, doors and windows if you are the owner of a strata title unit, if the body corporate or similar body has not insured them	Internal ceiling, floors, walls, doors and windows if you the owner of a strata title unit, if the body corporate or similar body has insured them
Household goods	Unset precious/semi-precious stones
Furniture and furnishings that are not built in	Furs
Portable domestic appliances that are not built in	Collections of stamps, money or medals
Swimming pools, saunas and spas that are not built-in and their accessories	Animals, including birds and fish
'Special contents' as listed on your Schedule	Battery-powered items including: <ul style="list-style-type: none"> > audio visual equipment > camera equipment, including accessories and unprocessed film > electronic diaries > GPS > mobile or portable phones > portable computers > portable media players
Plants and trees growing outdoors in pots or tubs	Plants and trees growing outdoors
Ride-on mowers	Pedal cycles, motorcycles, mini-bikes, caravans, trailers, aircraft, watercraft or motor vehicles
	Sporting equipment
	Clothing and personal effects
	Money and negotiable documents

Contents – How much will we pay

Nominating the amount we will pay for contents

When you take out a Contents Policy, you must nominate the replacement value of your contents at today's prices. This is called your 'sum insured' and is listed on your Schedule.

There are set maximum amounts we will pay when you make a claim and these are included in your contents sum insured as listed on your Schedule (inclusive of GST).

For any one content item, pair, set, collection or system of content items, the most we will pay is \$20,000 (inclusive of GST). If you make a claim, you must pay any excesses that apply. You will only need to pay this amount once, for each claim.

Increasing the amount we will pay for contents

You can increase the maximum amount we will pay for any content item, pair, set, collection or system by nominating an amount that is higher than \$20,000. Your contents will be listed on your Schedule as 'special contents'. If you make a claim, you must pay any excesses that apply. You will only need to pay this amount once, for each claim.

Buildings and Contents cover

When your buildings and contents are protected

We will provide cover for any damage or loss to your buildings and contents at your rental property up to the sum insured. The specific conditions when your buildings and contents will be covered are listed in the below table. Any cover we provide is subject to exclusions outlined on page 23–25.

Cover	We will cover	We won't cover	Buildings	Contents
Accidental glass breakage	Fixed glass in your buildings, including any window tinting or shatter proofing material attached to the glass.		✓	✗
	Fixed shower bases, basins, sinks, spas, baths and toilets.		✓	✗
Burglary, break-in, theft or attempted theft	Any loss or damage as a result of a burglary or break-in, or an attempted burglary or break-in. The burglary or break-in, or attempted burglary or break-in, must be reported to the Police.		✓	✓
	Loss or damage as a result of theft or attempted theft. The theft or attempted theft must be reported to the Police.	Loss or damage as a result of theft: from any part of the buildings which you share with another person who is not insured under this Policy.	✓	✓
Burning out (fusion) of an electric motor	Cost to repair or replace your electric motor if it burns out or fuses.	Cost to repair or replace your electric motor if it is older than 15 years old or larger than 3.7 kilowatts (5 h.p.).	✓	✓
Deliberate or intentional acts	Loss or damage as a result of a deliberate or intentional act.	Loss or damage as result of a deliberate or intentional act by you or someone else acting on your behalf.	✓	✓
Vandalism or a malicious act	Loss or damage as a result of vandalism or a malicious act.	Loss or damage as a result of vandalism or a malicious act by you or someone acting on your behalf.	✓	✓

When your buildings and contents are protected (continued)

Cover	We will cover	We won't cover	Buildings	Contents
Earthquake or tsunami	Loss or damage as a result of an earthquake or tsunami. You must pay an additional excess of \$250.	Loss or damage as a result of an earthquake if the loss or damage occurs later than 72 hours of the earthquake.	✓	✓
Fire or explosion	Loss or damage as a result of a fire or an explosion.		✓	✓
	Loss or damage caused by a bushfire or grassfire that occurs within 48 hours of the start date of your Policy only if you took out your insurance with us immediately after: <ul style="list-style-type: none"> › another insurance policy covering the same buildings expired, without a break in cover › the risk passed to you as purchaser of your buildings › you signed a lease contract for your buildings. 	✓	✓	
Impact damage	Loss or damage as a result of an impact caused by: <ul style="list-style-type: none"> › an aircraft, spacecraft or satellite, or anything dropped from them › a falling television or radio antenna mast or dish › vehicles or watercraft › an animal or bird that is not kept at your home › a falling tree or part of a tree. 	Loss or damage that is caused by any animal or bird eating, chewing, clawing or pecking.	✓	✓
	Cost of removing and disposing of the fallen tree or parts.		✓	✓

Cover	We will cover	We won't cover	Buildings	Contents
Landslide or subsidence	Loss or damage as a result of a landslide or subsidence if the loss or damage occurs within 72 hours of: <ul style="list-style-type: none"> › an earthquake or explosion › storm, including rainwater or wind › liquid escaping from a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain. 		✓	✓
Lightning or thunderbolt	Loss or damage as a result of a lightning strike or thunderbolt.		✓	✓
Loss or damage by a tenant or their visitors	Loss or damage to your buildings or contents caused by a tenant or their visitors, or their visitors' pets, as a result of: <ul style="list-style-type: none"> › accidental breakage of any: <ul style="list-style-type: none"> – fixed glass in your buildings, including any window tinting or shatter proofing material attached to the glass – fixed shower bases, basins, sinks, spas, baths and toilets › fire or explosion, as described on page 10. › impact by a vehicle › water or liquid that escapes from: <ul style="list-style-type: none"> – a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain – a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes – a washing machine or dishwasher – an aquarium – a waterbed › a deliberate or intentional act, vandalism or a malicious act. 	Damage from a tenant or their visitors or their visitors' pets, scratching, denting, chipping, rubbing, scuffing or chafing any surface. Loss or damage to buildings or contents due to a deliberate or intentional act, vandalism or a malicious act resulting from: <ul style="list-style-type: none"> › tenant neglect, carelessness, poor housekeeping or unhygienic living habits › damage occurring during maintenance or repair operations carried out by the tenants or anyone acting on their behalf › damage caused by pets belonging to tenants or their visitors. 	✓	✓

When your building and contents are protected (continued)

Cover	We will cover	We won't cover	Buildings	Contents
Rent default and theft by a tenant	<p>Rent default for the weekly amount your rental property is leased for, up to \$5,000 (inclusive of GST), less any excess or bond money that applies, if your tenant:</p> <ul style="list-style-type: none"> › leaves your rental property before the end of the tenancy period of your rental agreement or periodic tenancy agreement, without giving you or your agent notice › is legally evicted from your rental property › stops paying rent owed to you or your agent. 	<p>Rent default if:</p> <ul style="list-style-type: none"> › you have not taken all reasonable steps legally available to you under the Residential Tenancies Act, or other relevant State or Territory Legislation, to remedy non-payment and evict the tenant › the tenant has not breached your rental agreement or periodic tenancy agreement › the rental agreement could have been legally terminated by you › the rent is in arrears at the commencement date of this insurance. 	✓	✓
	Will only commence when all rent arrears have been paid, and the tenant has paid a minimum of four consecutive weeks of the agreed rent in accordance with the rental agreement.	If your tenant leaves the building with, or without notice, and you have failed to rectify a 'Notice of Remedy' breach issued by the tenant to you.	✓	✓
	Up to two weeks rent after a tenant vacates the building without notice when a rental agreement defaults to a 'periodic tenancy agreement'.		✓	✓
	Up to two weeks rent after the tenant vacates the building when you or your agent issues a notice to leave to a tenant.	When the term of your rental agreement ends.	✓	✓

Cover	We will cover	We won't cover	Buildings	Contents
Rent default and theft by a tenant (cont.)	<p>Theft by a tenant or their visitors only of:</p> <ul style="list-style-type: none"> › any part of your buildings, up to the buildings sum insured, as listed on your schedule, after deducting any excess that applies, if you have insured your buildings › your contents, up to the contents sum insured, as listed on your schedule, after deducting any excess that applies, if you have insured your contents. 		✓	✓
	<p>If we have agreed to pay a rent default or theft by a tenant claim we will also cover legal costs as a result of rent default or theft by a tenant, up to \$5,000 (inclusive of GST) you incur to:</p> <ul style="list-style-type: none"> › legally evict a tenant › recover amounts owed to you by a tenant, unless the legal costs are solely to recover excesses that apply to a claim under this policy › recover amounts for items stolen from your rental property by a tenant or their visitors. <p>We will only pay your legal costs if we agree to pay them and before they are incurred.</p>		✓	✓
Riots or civil commotion	Loss or damage as a result of riots, civil commotion, or industrial or political disturbances.		✓	✓

When your building and contents are protected (continued)

Cover	We will cover	We won't cover	Buildings	Contents
Storm, rainwater or wind	Loss or damage as a result of storm (including named cyclone), rainwater or wind.	Water entering your buildings: <ul style="list-style-type: none"> › through an opening made for any building, renovation or repair work › because of a structural defect, faulty design or faulty workmanship when your buildings were constructed. Flood.	✓	✓
	Loss or damage caused by a named cyclone within 48 hours of the start date of your Policy if you took out your insurance with us immediately after: <ul style="list-style-type: none"> › another insurance policy covering the same buildings expired, without a break in cover › the risk passed to you as purchaser of your buildings › you signed a lease contract for your buildings. 	✓	✓	
	Free-standing fences made of corrugated fibrous material that do not have a supporting frame, but only if they have been installed and constructed according to the manufacturer's specifications.	Free-standing gates, fences or walls that are made of timber and are more than 15 years old.	✓	✓

Cover	We will cover	We won't cover	Buildings	Contents
Water or liquid damage	Loss or damage caused by water or liquid escaping from: <ul style="list-style-type: none"> › a fixed pipe or an object attached to a pipe, fixed gutter, fixed tank or a drain › a bath, basin, sauna, spa, shower base or shower wall, sink, toilet or tiled floor that has drainage holes › a washing machine or dishwasher › an aquarium › a waterbed. 	Loss or damage caused by: <ul style="list-style-type: none"> › flood › landslide or subsidence unless we agree to cover the event as described under 'Landslide or subsidence' › water entering your buildings either: <ul style="list-style-type: none"> – through an opening made for any building, renovation or repair work – because of a structural defect, faulty design or faulty workmanship when your buildings were constructed. 	✓	✓
	Cost of finding where the water or liquid escaped from, including the cost of repairing any damage that occurs while looking for the cause.	Cost of repairing the item that caused the escape of water or liquid.	✓	✓
	Loss or damage caused by water or liquid.		✓	✓

Additional covers

ANZ Landlord Insurance includes a range of covers called ‘additional covers’. The additional covers we provide depend on whether you have a Buildings Policy, Contents Policy or a combined Buildings and Contents Policy. The additional covers we provide and limits to what we will pay are listed in the table on page 14–18. The amount we will pay is in addition to the sum insured. If you make a claim, you must pay any excesses that apply. Any covers we provide are subject to exclusions (see pages 23–25).

Additional covers – continued

Additional cover	We will cover	We won't cover	Buildings cover	Contents cover
Debris removal and demolishing	Reasonable costs to demolish and remove any debris that results from loss or damage to your buildings or contents, up to 10 per cent of your buildings or contents sum insured.	Any costs if the debris occurs as a result of an event we have not agreed to cover.	✓	✓
Loss of rent	Any loss of rent equal to the weekly amount as stated on your Rental Agreement or Periodic Tenancy Agreement for up to 12 months and a maximum of \$52,000 if your buildings or sections of your buildings suffer loss or damage and are uninhabitable as a result. If we pay for loss of rent under your Buildings cover we will not pay for the same event under your Contents cover.		✓	✓
	When: <ul style="list-style-type: none"> › loss or damage to your buildings or contents occurs as a result of an event as listed in this PDS › access to your rental property is prevented due to loss or damage to other property located near your rental property. 	If your rental property is habitable and you can safely gain access to your rental property.	✓	✓
	Any loss of rent for up to two weeks and \$1,000 (inclusive of GST) after: <ul style="list-style-type: none"> › death of a sole tenant that occurs before the end of the tenancy period of your rental agreement or during a periodic tenancy agreement. Cover will start from the death of the sole tenant. 	If the sole tenant has given you or your agent notice in accordance with the rental agreement or periodic tenancy agreement prior to their death. If your rental property is re-tenanted within the two week period.	✓	✓

Additional covers – continued

Additional cover	We will cover	We won't cover	Buildings cover	Contents cover
Loss of rent (cont.)	<ul style="list-style-type: none"> › your rental agreement or periodic tenancy agreement is legally terminated by a Residential Tenancies Tribunal or another relevant authority. Cover will start from when the termination order issued by the Residential Tenancies Tribunal or other relevant authority takes effect. 			
Mortgagee discharge costs	Any legal costs associated with the discharge of any mortgage you have left owing if you make a claim for the total loss of your buildings.	Any associated legal costs if the total loss occurs as a result of an event we have not agreed to cover.	✓	✗
Rebuilding fees	Costs of employing an architect or surveyor, and also pay any legal fees that arise from the rebuilding, up to 10 per cent of your buildings sum insured, if your buildings suffer loss or damage, and need to be rebuilt as a result.	Any rebuilding costs if the total loss occurs as a result of an event we have not agreed to cover.	✓	✗

Additional cover	We will cover	We won't cover	Buildings cover	Contents cover
Sale of your rental property	<p>We will extend your Buildings cover to the purchaser until:</p> <ul style="list-style-type: none"> › the contract settlement date › the purchaser insures the rental property or › the purchaser becomes liable for damage to the rental property <p>Whichever happens first if you have entered into a contract to sell your rental property.</p>	<p>Extend your Buildings cover to the purchaser if:</p> <ul style="list-style-type: none"> › if the sale contract is terminated or › if your buildings insurance comes to an end. 	✓	✗

If we agree to pay you for a loss to your buildings or contents, we will increase the buildings or contents sum insured by the amount the Consumer Price Index (all groups) has increased since you took out your policy.

You will be fully insured again for your residential buildings or contents for the amounts shown on the Schedule, unless your claim is for a total loss and we pay you the sum insured. Then your Policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

Liability cover

We will cover your legal liability as a result of any event listed below that causes loss or damage to someone else's property, or death or bodily injury to other people, during your period of insurance.

We will cover liability claims up to \$10 million. This amount includes any legal costs that must be paid to defend the claim and any costs awarded against you.

If you make a claim, you must pay any excesses that apply.

We will cover	We won't cover
The amount you have to pay as owner or occupier of the buildings if you have insured your buildings, including strata title or a similar scheme.	Any amount and this cover will stop immediately if: <ul style="list-style-type: none">› construction commences at your rental property› you sell the land or› you take out a new buildings insurance policy for your rental property.
Any amount you have to pay as owner or occupier of the buildings for up to six months from the date your buildings are destroyed if your buildings are a total loss.	
The amount you have to pay as owner of your contents, or occupier of your part of the building if you have insured your contents and you own part of the building that has been subdivided.	
The amount you have to pay because of any defect in your contents if you have insured your contents.	
The amount you have to pay for damage to property while it is in the car park if you provide a car park for your tenant or their visitors to use.	

Optional covers you can add to your Policy

You can add the following options to either your Buildings or Contents cover:

- › Strata Title Mortgagee Protection (stand-alone or add to Contents cover only)
- › Workers' Compensation (add to Buildings or Contents cover)

You will need to apply separately for these covers and pay an additional premium. Any options that we agree to add to your Policy will be listed on your current Schedule and is subject to exclusions (see pages 23–25).

Strata Title Mortgagee Protection

This option provides cover for your mortgagee (i.e. credit provider) and only applies if it is shown on your schedule.

If the insured building suffers loss or damage by any incident we have agreed to cover, we will pay the mortgagee the amount you owe on your mortgage, but not more than the sum insured shown on your schedule.

We will only pay under this section if:

- › the body corporate is required by law to insure the building but has not insured it for the loss or damage, or
- › the body corporate has not sufficiently insured the building.

This option is available for Contents cover, or as a stand alone policy. It is not available with Buildings cover. An excess may apply.

Workers' Compensation

If you employ a person to do domestic work around your rental property, such as cleaning or gardening, you can add cover for the amount you are liable for if they are injured while working for you, subject to the relevant legislation in your State or Territory.

What you are covered for

You will need to check with your local Workers' Compensation Authority as this cover may be compulsory. The cover only applies to employees doing domestic work in connection with you as owner, operator or manager of the rental property. Will not cover any person that is working for you in your business, profession, trade or occupation, or if you are a landlord.

If you choose this option, it will be listed on your Schedule as 'Workers' Compensation'. The insurer for this option is outlined on page 50.

Where you are covered

Workers' compensation cover is available in Tasmania, Western Australia and the Northern Territory.

What we will pay

An excess may apply to this option in your State or Territory.

For exclusions to this cover, see pages 23–25.

Exclusions to your cover

Any cover we provide is subject to the following exclusions:

- › Buildings and Contents cover, Additional cover and Optional cover
- › Liability
- › General (these apply to all covers).

Buildings and Contents cover, Additional covers and Optional cover

We will not cover any loss or damage as a result of, or caused by:

- › settling, shrinkage or any movement of earth
- › erosion, rust, corrosion, gradual deterioration, depreciation, wear or tear
- › rats, mice or insects
- › roots from trees, plants, shrubs or grass
- › any process of cleaning involving the use of chemicals other than domestic household chemicals
- › a defect in an item, structural defects, or faulty workmanship or design
- › breakage of mirrors, glassware, crystal, crockery or china while they are being used, cleaned or carried by hand
- › mechanical or electrical breakdown other than an electric motor burning out, unless the breakdown results in damage to your buildings or contents.

Liability cover

We will not cover any:

- › personal injury to you, or any member of your family who normally lives with you, or anyone else who normally lives with you
- › personal injury to any person you employ where that injury arises from their employment with you
- › loss or damage to property that belongs to you, or is under your control, or any member of your family who normally lives, with you, or anyone else that normally lives with you
- › loss or damage to property that belongs to any person you employ where that loss or damage arises from their employment with you
- › penalties, fines or awards of aggravated, exemplary or punitive damages made against you.

We will not cover any liability as a result of, or arising from:

- › any alterations, repairs, renovations or additions to your buildings that cost more than \$75,000 (inclusive of GST)
- › any alterations, servicing, repairing or any additions to lifts, escalators or hoists, including anything that is part of a lift, escalator or hoist
- › any disease that is transmitted by you, or any member of your family who normally lives with you
- › any business, profession, trade or occupation carried out by you, unless the liability is as a result of, or arising from, you managing the buildings and their surrounds
- › any agreement or contract you enter into, however if you would have been liable without the agreement or contract, we will pay for that liability
- › the use, removal of, or exposure to any asbestos product or products containing asbestos

- › the use of a motor vehicle, motorcycle, mini-bike, caravan, trailer, aircraft or watercraft, however we will cover liability that arises from ride-on mowers
- › servicing, repairing or maintaining any vehicle
- › the erection or demolition of buildings
- › vibration or interference with the support of the land, buildings or other property
- › the discharge, release or escape of any pollutants
- › the removal, neutralising or cleaning up of pollutants
- › any act of libel or slander.

General exclusions

We will not cover any loss or damage, or liability as a result of, or arising from:

- › any event that does not occur within your period of insurance
- › war or warlike activity, however war does not need to be declared
- › hostilities, rebellion, insurrection or revolution
- › contamination by chemical and/or biological agents, which results from an act of terrorism
- › lawful destruction or confiscation of your property
- › anything nuclear or radioactive
- › mildew, atmospheric or climatic conditions
- › damage to a heating element, however we will pay for any loss or damage as a result of damage to a heating element
- › failure or inability of any item, equipment or computer software to recognise correctly, to interpret correctly or to process correctly any date, or to function correctly beyond any time when that item, equipment or computer software has not recognised, interpreted or processed correctly any date, unless it results in loss or damage to your buildings or contents that is covered under this Policy. This does not include resultant loss or damage to any frozen food, computer equipment or computer software.
- › deliberate or intentional acts by you, or anyone acting for you, to cause loss, damage or injury
- › flood or storm surge
- › erosion, the action of the sea, tidal wave or high water, unless the loss or damage is the result of a tsunami.

Your responsibilities to us

Your duty of disclosure

When you take out, renew, or change or vary a Policy, or when you make a claim, you have a duty to answer our questions truthfully and provide us with any information that could affect our decision to insure you, or the terms of your Policy. This is called your 'duty of disclosure'.

What you must tell us when you apply to take out this Policy

When applying to take out insurance we will ask you certain questions. When answering these questions, you must be honest. You also have a duty under the *Insurance Contracts Act 1984* to tell us anything:

- › known to you and
- › which a reasonable person in the circumstances would include in answer to any question.

We will use your answers to help us decide whether to insure you and anyone else under this Policy, and on what terms.

Who you are answering the questions for

It is important that you understand you are answering the questions in this way on behalf of yourself and anyone else that you want to be covered by the Policy.

If you do not answer our questions in this way

If you do not answer our questions in this way, we may reduce or refuse to pay a claim, or cancel the Policy or do both. If you answer our questions fraudulently, we may refuse to pay a claim and treat the Policy as never being in place.

Renewal, variation, reinstatement or extension of your Policy

When your Policy is renewed, varied, reinstated or extended you have a duty, under the *Insurance Contracts Act 1984*, to tell us anything that you:

- › know or
- › could reasonably be expected to know, and is relevant to our decision whether to accept the risk of insurance and, if so, on what terms.

Your duty does not require disclosure of anything that:

- › diminishes the risk to be undertaken by us
- › is of common knowledge
- › we know or, in the ordinary course of business, ought to know or
- › is a matter that we indicate your duty has been waived by us.

If you do not comply with your duty of disclosure

If you fail to comply with your duty of disclosure, we may be entitled to reduce our liability under the Policy in respect of a claim, or we may cancel the Policy, or do both.

If your non-disclosure is fraudulent, we may also have the option of avoiding the contract from its beginning.

Your responsibilities when you are insured with us

In addition to your duty of disclosure, there are other responsibilities that you must meet when you are insured with us.

You must tell us if:

- › your buildings will be unoccupied for a continuous period of 60 days or more
- › any changes have been made to:
 - the address or location where your buildings or contents are insured
 - the use of your buildings
 - your buildings due to renovation, extensions or demolition
 - the people who are insured under this Policy
 - the sums insured to your buildings or contents
- › any people who are insured under the Policy have:
 - been convicted of any criminal offence
 - made a claim that is not true under this Policy or another insurance Policy
- › there are any changes in circumstances during the period of insurance.

If you tell us about any of these things, we may charge an additional premium, change the cover of your Policy, impose special conditions, or cancel your Policy.

In addition, you must also:

- › be truthful and frank in any statement you make in connection with your Policy
- › pay your premium, including paying instalments regularly
- › take reasonable precautions to avoid a claim being made
- › obey all laws and make sure anyone acting on your behalf obeys all laws
- › follow the conditions of this Policy
- › not make a fraudulent claim under this Policy or any other Policy.

Your responsibilities when you are making a claim

When you make a claim you must meet a number of responsibilities. You must:

- › be truthful and frank in any statement you make in connection with a claim
- › take safe and reasonable steps to prevent any further loss, damage or liability occurring
- › inform the Police as soon as possible if your buildings or contents suffer loss or damage as a result of theft, attempted theft, burglary, attempted burglary, vandalism or a malicious act
- › keep all damaged buildings or contents so we can inspect them if required
- › give us any information or assistance we require to investigate and process your claim
- › not pay or promise to pay for a claim, or admit responsibility for a claim
- › not repair or replace any damaged buildings or contents without our consent.

In addition, you also give us your rights to claim from anyone else.

If you have a right to claim from anyone else for an event covered by us, you give us your rights to make that claim, to conduct, defend or settle any legal action and to act in your name. You must not do anything which prevents us from doing this and you must give us all the information and cooperation that we require.

If you do not meet your responsibilities

If you do not meet your responsibilities, we may:

- › refuse or reduce a claim
- › cancel your Policy and will advise you in writing or
- › do both.

Our commitment to you

The General Insurance Code of Practice

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The objectives of the Code

- › Promote better, more informed relations between insurers and their customers
- › Improve consumer confidence in the general insurance industry
- › Provide better mechanisms for the resolution of complaints and disputes between insurers and their customers and
- › Commit insurers and the professionals they rely upon to higher standards of customer service.

We have adopted and support the Code and are committed to complying with it. Please contact us if you would like more information about the Code.

Our Guarantees

Our Guarantees assure you of quality insurance and service at all times.

Fair Dealing Guarantee

We will meet any claims covered by your Policy fairly and promptly.

Money Back Guarantee

If you change your mind, we offer a cooling-off period which lets you cancel your Policy within 21 days with a full refund of your premium. However, your cooling-off period no longer applies if you make a claim within this time.

Service Guarantee

We will provide you with the highest standard of service.

How we handle your personal information

We are committed to handling your personal information in accordance with the Privacy Act 1998. We need to collect, use and disclose your personal information in order to consider your application and to provide the cover you have chosen. You can choose not to give us some or all of your personal information, but this may affect our ability to provide you with cover.

When you provide your personal information to us

You acknowledge and consent to us collecting and using your information to:

- › consider your insurance application and any subsequent application for insurance
- › underwrite and price any Policy issued by us or our related entities
- › calculate and offer discounts
- › issue you with a Policy
- › administer the Policy and
- › investigate, assess and pay any claim made by or against you.

For these purposes, you acknowledge and consent to us collecting your personal information from, and disclosing it on a confidential basis to us, Australia and New Zealand Banking Group Limited ABN 11 005 357 522 (ANZ), ING Australia Limited ABN 60 000 000 779 (INGA), other insurers, our related entities, insurance reference bureaus, law enforcement agencies, investigators and recovery agents, lawyers, any credit provider that has security over your property, assessors, repairers, suppliers retained by us to supply goods and services, advisers, and/or the agent of any of these.

When you provide personal information to us about another person

You must be authorised to do so, and you must inform that person, unless informing them would pose a serious threat to the life or health of any individual:

- › who we are
- › how we use and disclose their information and
- › that they can gain access to that information.

Privacy of your personal information – for marketing purposes

In order to enhance our relationship with you, we, ANZ and INGA may use your personal information that you have provided to offer you other products and services, which may be of benefit to you.

When you provide your personal information to us – for marketing purposes

You acknowledge and consent to your personal information being used on a confidential basis by us, ANZ and INGA to contact you by mail, phone, or email to provide you information on offers, products and services or for planning, market research and product development.

In using your personal information for these marketing purposes, we, ANZ and INGA may use and disclose your personal information to offer you products and services directly, or to any other organisation to carry out the above marketing purposes, on their behalf.

However, we, ANZ and INGA will not use your information in this way if you have already told us, ANZ and INGA not to. Also, you must inform us, ANZ and INGA if you do not want your personal information disclosed or used for these marketing purposes.

How to take out ANZ Landlord Insurance

Step 1 – Apply

If you are taking out a Policy with us for the first time, you can either:

- › contact your local ANZ branch
- › call the ANZ Insurance Centre on 1800 062 660, weekdays from 8am to 8pm (Sydney time)
- › apply online at www.anz.com/insurance

If we agree to insure you, we will then send you a Schedule setting out the details of your Policy.

Step 2 – Pay your premium

We offer a range of convenient payment options so you can pay your premium in one lump sum or by instalments. Refer to page 35 for more details on payment options.

How to renew your cover

Before your current Policy expires, we may send you an offer to renew your insurance. This offer will include an updated Schedule and provide a premium based on the information contained in your current Policy.

You will then need to review the proposed Policy and premium. If you have any questions or would like to change your cover, you will need to call 1800 062 660, weekdays from 8am to 8pm (Sydney time).

If you accept the conditions of the new Policy, you then need to pay your premium. If you paid your last premium by instalments, we will continue to deduct payments from your nominated account. If you paid your last premium in one lump sum, we must receive your payment by the due date, otherwise your buildings or contents will not be insured.

How to cancel your Policy

If you want to cancel your Policy, call us on 1800 062 660, weekdays from 8am to 8pm (Sydney time).

We may need your cancellation request in writing. If you cancel your Policy before it ends, we will refund an amount for the unused premium.

Cooling-off period

You have the right to cancel your Policy within the 21 day cooling-off period, provided no claim has been made.

If you cancel your Policy within this period, we will return to you any premiums you have paid us.

How to change your Policy

It's important that all the details in your Policy are current and correct so we've tried to make it as easy as possible for you.

Step 1 – Contact us to change or vary your Policy or update your details

Call us on 1800 062 660, weekdays from 8am to 8pm (Sydney time) and we will update your details.

Step 2 – Check the changes

After your details have been updated, you will be then be sent an Endorsement Schedule. This Schedule will include any changes or variations you have requested and we have agreed to, any special conditions we may have applied to that agreement and any changes to the premium.

Step 3 – Pay your premium if it has increased

We will tell you if your premium has increased. If you pay your premium by instalments, we will adjust your instalments and continue to deduct the new amount from your nominated account. If you pay your premium in one lump sum, we must receive your additional payment within one month.

Your premium

How we calculate your premium

Your premium, including any taxes and charges, will be featured on your Schedule. We will base your premium on:

- › the type of cover you have chosen, including any options that you have added
- › your sum insured
- › the excess
- › the type, location, construction and age of your buildings or contents
- › your level of security
- › your previous insurance and claims history
- › any special conditions that we have applied.

Premiums are also subject to Commonwealth and State taxes and/or charges, including GST and stamp duty.

How to pay your premium

With ANZ Landlord Insurance, you can pay by the month at no extra cost. We offer a range of convenient payment options so you can pay your premium in one lump sum or by instalments. You can pay your premium in one lump sum by cash, cheque or credit card. Alternatively, you can pay your premium by monthly instalments by credit card or Direct Debit

Problems with paying your premium

If you cannot pay your premium, please contact us immediately on 1800 062 660, weekdays from 8am to 8pm (Sydney time).

We may cancel your Policy if:

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

If you pay by instalments, we may refuse to pay a claim if at least one instalment of the premium has not been paid for a period of at least 14 days.

How to make a claim

To help us make the claims process as easy as possible for you, follow these simple steps for buildings or contents claims:

Make sure you have all the relevant information to support your claim

We will need:

- › contact details of any other people involved in the event, including their name, current residential address and who they are insured with
- › any letters, notices or court documents about the event within 72 hours of receiving them
- › the Event Report Number for any claims in relation to theft, attempted theft, vandalism or a malicious act. The Police will provide you with this number when you report the event to them.

Call us on 1300 306 497 (24 hours, 7 days) to make a claim

Our Claims Assistance Service is open 24 hours, 7 days a week so we can give you immediate advice and assistance with your claim. You will need to make your claim as soon as possible as any delays may reduce the amount that we can pay, or prevent us from paying a claim.

We will ask you a range of questions to help us assess your claim. We may:

- › ask you to provide proof of ownership
- › need to inspect your buildings or contents
- › need quotes from a repairer.

If you need emergency repairs

If you need to make emergency repairs, we will arrange assistance through our preferred repairers and suppliers.

Excesses that may apply when you make a claim

An 'excess' is your contribution towards the cost of a claim. We will tell you if you need to pay an excess when you make a claim.

The type of excess that applies to your Policy and the amount of that excess will be listed on your Schedule. You may need to pay more than one type of excess when you make a claim. When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified.

You will only need to pay this amount once when you make a claim.

Your excess will be increased by \$250 for any loss or damage that occurs as a result of an earthquake or tsunami.

Your excess will be increased by \$250 for any loss or damage that occurs as a result of:

- › deliberate or intentional acts, or vandalism or malicious acts by your tenants or their visitors
- › your tenant leaving before the end of the tenancy period without giving notice
- › your tenant ceases to pay rent
- › your tenant being evicted from your buildings
- › the theft of any part of your buildings or contents by your tenants or their visitors.

Bond money we may deduct when you make a claim

We will reduce the amount we will pay for loss or damage to your building or contents, rent default or legal expenses by any bond money that you are entitled to use to pay for or reduce the cost of any loss or damage.

How we settle claims

How we settle a Buildings claim

We will decide how we will settle your claim

If your buildings suffer loss or damage, we will decide whether to:

- › repair
- › rebuild or
- › pay you the cost to repair or rebuild that part of your buildings that suffered loss or damage.

If we do any of the above, we will:

- › pay you up to the buildings sum insured, as listed on your Schedule
- › only repair, rebuild or pay you for the part or parts of the building that actually sustained loss or damage, including damaged portions of fixed coverings to walls, floors and ceilings only in the room, hall or passage where the damage occurred
- › try to match any material used to repair your buildings with the original materials or nearest equivalent available to the original materials
- › repair or pay you the costs to repair your buildings if the damage was caused by water or liquid that escaped from a bath, basin, sauna, spa, shower base or shower wall. However, we will not pay the costs to repair or replace the bath, basin, sauna, spa, shower base or shower wall.

When we settle your claim, the law that will apply is the law of the State or Territory where the loss, damage or liability occurred.

If we agree to pay you for a loss to your buildings we will increase your sum insured for buildings by the amount the Consumer Price Index (all groups) has increased since you took out your Policy.

You will be fully insured again for your buildings for the amounts shown on your Schedule, unless your claim is for a total loss and we pay you the sum insured. Then, your Policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

You must pay any excesses that apply

If you make a claim, you will need to pay any excesses that apply.

If you are claiming for any loss or damage that occurs as a result of:

- › a deliberate or intentional act, or vandalism or a malicious act by a tenant or their visitors, you will need to pay an additional excess of \$250
- › an earthquake or tsunami, you will need to pay an additional excess of \$250. The loss or damage must occur within 72 hours of the earthquake occurring.

We will tell you if you need to pay any excess to us or to the builder. If we choose to pay you, we may deduct the amount of excess from the amount we settle your claim for.

When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified. Excesses that may apply will be listed on your current Schedule.

If you are entitled to use bond money

We will reduce the amount we will pay for loss or damage to your buildings or contents by any bond money you are entitled to use to pay for or reduce the cost of any loss or damage.

If we decide to repair or rebuild your buildings and your current Schedule shows 'including replacement benefit'

We will repair or rebuild the part of your buildings that suffered the loss or damage to a condition as close as possible to new, but not better.

If we rebuild your buildings, we will also pay the amount that you need to pay to ensure your buildings comply with government legislation and local authority bylaws, unless you were required to pay these amounts before the loss or damage occurred and you did not do so.

However, if the cost of repairing the damage is less than 50% of the cost of rebuilding your buildings, we will only pay for the additional costs for the damaged portions.

If the rebuilding or repair is limited by government legislation or local authority bylaws that reduce the floor area of your buildings, we will pay:

- › the actual cost of rebuilding or repairing the reduced floor area of your buildings
- › the difference between the actual costs of rebuilding or repairing the reduced floor area of your buildings and the estimated costs of rebuilding or repairing your buildings had the limit not applied
- › you what the value of the land was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land after the loss or damage occurred and any amount that you receive as compensation for the loss. However, the most we will pay is the unused portion of your sum insured.

You can choose your own repairer or tradesman, or we can help you find one. If we authorise repairs, we will deal directly with the repairer or tradesman about payment.

If we decide to repair or rebuild your buildings and your current Schedule does not show 'including replacement benefit'

We will:

- › repair your buildings to the condition they were in just before the loss or damage occurred
- › pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred or
- › pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

After we agree to settle a claim

The repair or rebuilding work on your buildings must start within six months of the loss or damage occurring. Otherwise, you will have to pay any increase in costs caused by the delay.

If the work does not commence in this period, we will do one of the following:

- › repair your buildings to the condition they were in just before the loss or damage occurred
- › pay you the cost of repairing your buildings to the condition they were in just before the loss or damage occurred, or
- › pay you what the value of the land and your buildings was just before the loss or damage occurred, after deducting the amount we estimate as the value of your land and buildings after the loss or damage occurred.

If your building is a total loss

We will pay you the sum insured for your buildings, as listed on your Schedule, after deducting any:

- › excess
- › unpaid premium
- › input tax credit you would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* if you had paid to repair or rebuild your buildings.

If we pay you the sum insured, then your Policy comes to an end, subject to any continuing liability cover and no refund of your premium is due.

How we settle a Contents claim

We will decide how we will settle your claim

If your contents suffer loss or damage, we will decide whether to:

- › repair an item
- › replace an item or
- › pay you the cost to repair or replace the item.

If we do we will pay up to the:

- › contents sum insured, as listed on your Schedule
- › maximum amount per item, set, pair, collection or system.

If the item is part of a pair, set, collection or system, we will only cover the value of the item itself. However, the most we will pay is the value of the item as a proportion of the combined pair, set, collection or system (see page 8 for limits).

If we agree to pay you for a loss to your contents we will increase your sum insured for contents by the amount the Consumer Price Index (all groups) has increased since you took out your Policy. However, we will not increase your sum insured for special contents.

You will be fully insured again for your contents for the amounts shown on your Schedule unless your claim is for a total loss and we pay you the sum insured. Then, your Policy comes to an end and no refund of your premium is due.

You must pay any excesses that apply

If you make a claim, you will need to pay any excesses that apply. If you are claiming for any loss or damage that occurs as a result of:

- › a deliberate or intentional act, or vandalism or a malicious act by a tenant or their visitors, you will need to pay an additional excess of \$250
- › an earthquake or tsunami, you will need to pay an additional excess of \$250. The loss or damage must occur within 72 hours of the earthquake occurring.

We will tell you if you need to pay any excess to us or to the builder. If we choose to pay you, we may deduct the amount of excess from the amount we settle your claim for.

When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified. Excesses that may apply will be listed on your current Schedule.

If you are entitled to use bond money

We will reduce the amount we will pay for loss or damage to your buildings or contents by any bond money that you are entitled to use to pay for or reduce the cost of any loss or damage.

If we decide to repair your contents

We will repair the damaged item to the condition it was when new.

If the item we are repairing is part of a pair, set, collection or system, we will only cover the part of the pair, set, collection or system that was damaged.

If we decide to replace your contents

We will replace the item with the nearest equivalent new item.

However, we will:

- › only replace wall, floor and ceiling coverings, including carpets, internal blinds and curtains, in the room, hall or passage where the loss or damage occurred
- › not pay to re-carpet adjoining rooms, or your entire rental property.

Any salvage becomes our property.

If we decide to pay you the cost to repair or replace your contents

We will pay you the fair and reasonable costs to repair or replace your contents, after deducting any:

- › excess and
- › input tax credit you would have been entitled to under *A New Tax System (Goods and Services Tax) Act 1999* if you had paid to repair or replace your contents.

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

Any salvage becomes our property.

How we settle a loss of rent claim

If we decide to pay your loss of rent claim

We will pay you loss of rent equal to the weekly amount as stated on your rental agreement or periodic tenancy agreement for up to 12 months. The most we will pay is \$52,000.

If we decide to pay your death of a sole tenant or tenant hardship claim

We will pay you up to two weeks rent. The most we will pay is \$1,000 (inclusive of GST).

You must pay any excesses that apply

If you make a claim, you will need to pay any excess that applies that is shown on your Schedule. When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified.

How we settle a rent default claim

If we decide to pay your rent default claim

We will pay you the rent default up to \$5,000 (inclusive of GST). We will calculate the rent default based on the:

- › weekly amount your rental property is leased for under your rental agreement or periodic tenancy agreement
- › number of weeks in rent default.

You must pay any excesses that apply

If you make a claim, you will need to pay any excess that applies to your building or contents. The amount of your excess is shown on your Schedule.

Your excess will be increased by \$250 for any claim that arises from a tenant:

- › leaving your buildings
- › ceasing to pay rent or
- › being evicted from your buildings.

If you are entitled to use bond money

We will pay you the cost of the rent default and any legal expenses. We will reduce this amount by the amount of any bond money remaining after deducting any allowable re-letting expenses and any other costs or expenses you are legally entitled to. However, if a tribunal orders the refund of the bond money to the tenant, on the grounds of hardship, an excess equal to four weeks rent will apply to your claim.

How we settle a theft by a tenant claim

If we decide to pay your theft by a tenant claim

Refer to:

- › How we settle a Buildings claim on page 38
- › How we settle a Contents claim on page 41.

You must pay any excesses that apply

If you make a claim, you will need to pay any excess that applies and is shown on your Schedule.

Your excess will be increased by \$250 for any claim arising from the theft of any part of your buildings or your contents by your tenant or their visitors.

When a claim is made for what we identify as one or more separate events, you will need to pay any excesses that apply for each separate event we have identified.

How to resolve a complaint or dispute

Talk to us first

If you have a complaint, the first thing you should do is speak to the ANZ Insurance Centre on 1800 062 660, weekdays from 8am to 8pm (Sydney time).

If the ANZ Insurance Centre or claims officer are unable to resolve the matter for you, you can speak to a manager. If you are not satisfied with the decision, you can seek a review.

If your complaint relates specifically to a claim, you should speak with the Claims Officer managing your claim or call our 24 hours Claims Service on 1300 306 497.

Seek a review

If the matter is not resolved after speaking with a manager, your complaint will be referred to an internal dispute resolution team who will conduct a review of your dispute.

If you are still not satisfied with the decision, you can seek an external review.

Seek an external review

If you are dissatisfied with our decision or the way we handled your complaint, you can seek an external review of the decision. The dispute resolution area will provide you with information about the options available to you, such as referring you to the external dispute resolution scheme administered by the Insurance Ombudsman Service (IOS).

For further information about the complaint or dispute resolution procedures, please contact us on 1800 062 660, weekdays from 8am to 8pm (Sydney time).

Glossary of words with a special meaning

Allowable re-letting expenses: Re-letting expenses as specified in the current Rental Agreement for your property.

Bond money: Money paid by the tenant and held as security against damage to the property, outstanding rent or other costs. Your Policy operates on the basis that your tenant has paid bond money that equals at least four weeks rent.

Claim: A separate identifiable event for which the Policy provides cover. Where multiple events are submitted at the same time or on the same claim form, they will be treated as separate claims for the application of any Policy excess or limitation.

Deliberate or intentional act: A conscious or reckless act done without the owner's permission.

Endorsement Schedule: A document that includes any information from the existing Schedule that has not changed or varied, and confirms any alteration to the coverage, terms and conditions of your Policy and any changes to the premium.

Event/Incident: A single occurrence or a series of occurrences, including an accident or series of accidents, arising out of one event.

Excess: The amount you pay when you make a claim on your Policy. The amount and type of excess that may apply to your Policy is shown on your current Schedule and in this PDS.

The amount of your excess will be increased if you make a claim for:

- > an earthquake or tsunami
- > vandalism or a malicious act
- > a deliberate or intentional act
- > rent default
- > theft by a tenant.

Your excess and any additional excesses will apply for what we identify as each separate identifiable event.

Fixtures and fittings: Any household items or household equipment that are permanently attached to your buildings.

Flood: The covering of normally dry land by water escaping or released from the normal confines of a watercourse or lake, whether or not it is altered or modified. Flood also includes water escaping from the confines of any reservoir, channel, canal or dam.

Period of insurance: The length of time between the start date and end date of your Policy, as listed on your current Schedule.

Periodic Tenancy Agreement: Applies when a tenant continues to occupy the rental property, after a fixed-term Rental Agreement has expired, and the Rental Agreement does not provide for its continuation, and either a:

- > notice to leave
- > notice of intention to leave or
- > abandonment termination notice

has not been given by the tenant to you, or your agent, or by you, or your agent to the tenant. The tenant is then treated as being under a Periodic Tenancy Agreement on the same terms which applied immediately before the Rental Agreement ended. This does not include any term about the Agreement's term.

Pet: A domestic animal that you keep in your rental property or at your rental property.

Premium: The total amount you pay for your insurance that includes applicable government taxes, such as GST, and any duties or charges payable by you. It is shown on your current Schedule. You can pay your premium annually in one lump sum or by instalments.

Rent: The amount of money paid, or payable, by the tenant to rent your rental property.

Rent default: When a tenant fails to pay the agreed rent and is in breach of a rental agreement or periodic tenancy agreement.

Rental Agreement: The agreement between you or your agreement agent and the tenant. This agreement must be in writing and state:

- > the term of the rental period
- > the amount of rent payable to you
- > the amount of the bond money that the tenant is required to pay.

Schedule: Your current Schedule is a document outlining the details of your insurance cover. Your Schedule may be called a Policy, Renewal or Endorsement Schedule.

Special conditions: Exclusions, restrictions or extensions to cover that are imposed on specific matters or people.

Sporting equipment: Equipment designed to be used in a leisure activity that involves some element of physical activity or competition, excluding pedal cycles.

Strata title: Title under a strata title or similar community title scheme where separate parts of the scheme building(s) have a separate legal title. Strata title usually applies to high rise apartments, townhouses, villas or duplexes.

Sum insured: Your nominated replacement value at today's prices for your buildings or contents. This will be listed on your Schedule.

Supplementary Product Disclosure Statement (Supplementary PDS): A separate document that updates, corrects or adds to the information contained in this PDS.

Tenant: The person(s) named in the rental agreement or periodic tenancy agreement and including that person's partner, children, pets, and any other person(s) permanently living at your rental property. Any person(s) including that person's partner, children, pets and any other person(s) living at your rental property under a rental arrangement that is not a rental agreement or periodic tenancy agreement.

Terrorism: Any act which may involve the use of, or threat of, force, violence or biological or chemical warfare, or nuclear pollution or contamination or explosion where the purpose of the act is to further a political, religious, ideological aim, or to intimidate or influence a government or any section of the public.

Total loss: When we decide that it is uneconomical to repair or rebuild your buildings or contents.

Unoccupied rental property: A rental property that no-one has lived in for 60 consecutive days or more.

Us, we and our: Refers to CGU Insurance Limited ABN 27 004 478 371 AFSL 238291

Vandalism or a malicious act: A wrongful act motivated by malice, vindictiveness or spite with the intention of damaging the property.

You and your: The person, people, partnership, company or trust named as the insured on your current Schedule. If more than one entity is named as the insured, we will treat a statement, act, omission or claim by any one of these entities as a statement, act, omission or claim by all of the entities. If you, as an individual, are making a claim, 'you' also includes your domestic partner, you or your partner's unmarried children, and you or your partner's parents who normally live with you.

Your buildings: Buildings that you own or are legally responsible for.

Your contents: Contents that you own or are legally responsible for.

Your rental property: Where your buildings or contents are located. This includes any land or other area that touches your rental property and for which any statutory authority has made you responsible, but it does not include the nature strip outside your rental property. Your rental property is located at the situation shown on your current Schedule.

Your Policy: The contract between you and us which provides you with insurance cover in exchange for a premium. Your Policy is made up of two documents:

- > this Product Disclosure Statement and Policy booklet (PDS) and any Supplementary PDS
- > your current Schedule.

The insurer – Workers' Compensation: If your home is in Western Australia, Tasmania or the Northern Territory, the insurer providing the Workers' Compensation optional cover is Insurance Australia Limited trading as CGU Workers Compensation.

Distribution arrangement

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For more information or a quote:

- › Call the ANZ Insurance Centre on **1800 062 660**, weekdays from 8am to 8pm (Sydney time)
- › Visit **www.anz.com.au/insurance**

Call 1300 306 497 for 24 hour claims service.