

## Home Warranty Insurance and Beechwood

Vero Insurance Limited (Vero) would like to reassure consumers who hold home warranty insurance (HWI) for Beechwood Homes that they are able to lodge claims via its website at [www.vero.com.au](http://www.vero.com.au) or obtain further information.

There have been several misleading reports in various parts of the media. Vero would like to clarify that Beechwood Homes has been placed into voluntary administration which triggers a home warranty insurance policy. The HWI scheme is there to protect consumers and homeowners for situations such as these. Vero is working with all stakeholders to ensure a quick resolution is found for all impacted homeowners.

HWI provides compensation for loss or damage arising from a builder's failure to complete home building work or to meet certain standards of workmanship due to their death, disappearance or insolvency (which includes voluntary administration).

This includes situations where work has not commenced but a deposit has been made. That deposit **is** covered under HWI.

### Q&As

**Q. With a lot of conflicting information out in the media should consumers be concerned?**

A. No. Vero would like to reassure consumers that if they have home warranty insurance provided by Beechwood Homes, this situation has triggered their home warranty insurance.

**Q. What should impacted consumers do?**

A. Consumers should not terminate their contract with the builder without contacting their solicitor in the first instance. If they require any clarification as to the cover, contact Vero on their hotline 1800 554 255.

**Q. What is Vero, the insurer doing?**

A. Vero's greatest concern is to find a resolution for all homeowners covered under HWI for Beechwood Homes, and is working closely with the receiver and administrator as a matter of urgency.

**Q. When should consumers make a claim?**

A. Consumers should contact Vero to either complete a claim form or be advised as to the appropriate course of action that is specific to their individual circumstance.

**Q. If consumers don't claim now will they be disadvantaged?**

A. No. At this time, Vero is working with the receiver to understand the implications and impact of all consumers. If consumers are unsure as to what next steps to take they should contact Vero.