

Household Removals Insurance

Product Disclosure Statement and Policy Wording



Household Removals Insurance (Domestic and Overseas) Product Disclosure Statement

Welcome to Vero Insurance	2
The purpose of the PDS	2
How you contact us	2
Significant benefits and features	3
When benefits are provided	3
The amount you pay for this insurance	3
How various factors affect your premium	4
Important information	4
How to make a claim	5
The amount you pay towards a claim	5
An example of how an insurance claim works	5
Cooling off	5
Code of practice	5
How we deal with a complaint	5
Privacy statement	6
Duty of Disclosure	8
Financial Claims Scheme	8
Householders Removal Insurance (Domestic and Overseas) Policy wording	9
Meanings of special words in this policy	9
Transit and storage	9
What Property is insured	10
Cover options	10
Exclusions and other limitations	10
How to make a claim	12
How we will settle your claims	12
Average or coinsurance	12
GST settlement provisions	13

Welcome to Vero Insurance

AAI Limited ABN 48 005 297 807, AFS Licence No. 230859 trading as Vero Insurance is the insurer, and issuer of the insurance policy and this Product Disclosure Statement (PDS).

In Australia, Vero Insurance is part of a group that can trace its origins back to 1833. Since then we have successfully protected our customers' personal and business assets by operating with a depth of knowledge and a reputation for promises kept. Built on these solid foundations, Vero Insurance now provides dynamic and forward thinking solutions for all our customers.

The Vero brand is based upon a single premise – to provide our customers with certainty and peace of mind, through innovative, specialised and expert insurance offerings.

Here at Vero Insurance we are marine insurance industry specialists, delivering a wide range of innovative insurance solutions for the marine and transport sectors.

The purpose of the PDS

The purpose of the PDS is to help you understand the insurance policy and provide you with sufficient information to enable you to compare and make an informed decision about insurance products.

The PDS also sets out the significant features, benefits and risks of this policy. You still need to read the policy wording for a full description of the terms, conditions and limitations.

How you contact us

About a claim – please phone our claims toll-free number: 1300 664 201, or (61 2) 8121 3699 if calling from overseas, or you may fax us on (61 2) 8121 0949. Preliminary advice of a claim can also be sent to our email address, marine_claims@vero.com.au.

About your policy – please contact the person with whom you arranged the policy.

You can contact Vero Insurance through one of our branches:

New South Wales	Victoria	Queensland	South Australia	Western Australia
GPO Box 3999, Sydney NSW 2001	GPO Box 1509 Melbourne VIC 3000	GPO Box 537 Brisbane QLD 4000	GPO Box 1619 Adelaide SA 5000	GPO Box B78 Perth WA 6838

You can also visit our web-site at www.vero.com.au/vero/personal-insurance/household-removals. Our Household Removals Insurance claim forms can be printed from this site.

Significant benefits and features

Household Removals insurance protects your financial investment in your property during transit. Cover includes an extended transit period, from the 'floor' of one residence to the 'floor' of another, including storage in the normal course of transit.

Our policy conditions give you the option to either insure your property for loss or damage caused by:

Specified events including:

- ▼ fire, flood, collision or overturning of the land conveyance;
- ▼ fire, collision, crash or forced landing of the aircraft;
- ▼ fire, collision, stranding, sinking or contact of the ship or vessels or;

All risks from any external cause including:

- ▼ breakage, scratching, denting, chipping, bruising and the like,
- ▼ theft, pilferage and non-delivery.

The policy also provides, where the transit is by air or sea, automatic cover for salvage and general average contributions and loss or damage to property caused by war or warlike activities while on board the carrying vessel or aircraft.

Where you elect to store your property (other than storage incidental to the normal course of transit), you also have the option to extend the policy to cover this storage period. An additional premium will apply.

You can choose to insure your property for its current market value or for its new replacement cost (property up to 10 years old).

The policy does not have an excess. You can choose to reduce your premium by electing to have an excess applied to your policy, subject to a minimum excess of \$100.

When benefits are provided

These benefits for which you are insured under the policy are payable when:

- ▼ your application for insurance has been accepted;
- ▼ the premium has been paid;
- ▼ an insured event occurs during the period of insurance causing loss or damage to your property; and
- ▼ your claim is accepted by us.

When we pay a claim we consider a number of aspects in calculating the amount payable.

These can include:

- ▼ the amount of loss or damage;
- ▼ the excess (if any);
- ▼ the sum insured;
- ▼ the terms and conditions of the policy; and
- ▼ your taxable status for GST purposes.

The amount you pay for this insurance

The amount we charge you for this insurance policy is the total amount of the premium that we calculate to cover the risk plus any relevant government charges (such as stamp duty). This is the total amount payable shown on your policy schedule and is the amount you must pay. If you change your policy in any way you may be required to pay an additional premium.

How various factors affect your premium

We consider a number of factors in calculating your premium. The key factor that affects your premium is the type of cover and optional benefits you choose. If you select more extensive cover, for example cover for all risks and for extra storage, then your premium will be higher than if you select cover for specified events only.

The amount of premium that you pay will also depend on the information you give us about your property and the other factors listed below. These other factors include:

- ▼ whether you elect New Replacement Cost or Current Market Value sum insured;
- ▼ what type of property you are insuring eg: are there a high proportion of fragile items?;
- ▼ whether or not the goods are professionally packed;
- ▼ the length and method of transit;
- ▼ the level of excess you request.

Where we view most of these factors in combination as decreasing the risk, it tends to reduce the premium; and where we view most of these factors as increasing the risk, it tends to increase the premium.

The following table gives a guide on how some of these factors may impact on your premium.

Factor	Lower risk	Higher risk
Sum Insured	Current Market Value	New Replacement Cost
Type of property	Non-breakable items	Fragile items
Packing	Professionally packed	Owner-packed
Length and method of transit	Within Metropolitan area	Inter-state/Overseas
Level of excess	Excess applied	No excess

Important information

The insurance we offer you is set out in the policy.

It is important that you:

- ▼ read all of the policy before you buy it to make sure that it gives you the protection you need;
- ▼ are aware of the limits on the amounts we will pay you; and
- ▼ are aware of the policy definitions, exclusions and limitations.

For the policy limits:

- ▼ the total sum insured will be the amount specified in your policy schedule.

You should also retain any documentation that supports the description and value of the property insured. This will assist you in the event of a claim.

In some circumstances the terms and conditions of this policy may be amended by endorsement.

If your policy is endorsed you will receive notification of the endorsement.

If you have purchased this insurance product through someone other than Vero Insurance, for example, a person who has authority from Vero Insurance to distribute Vero Insurance's insurance products, that person will receive remuneration from Vero Insurance for providing a financial service.

How to make a claim

If your property is lost or damaged during the transit or storage covered by this policy, there are certain actions that you should take to protect your rights and assist with any claim there may be under this policy. These are detailed in the "How to Make a Claim" section of the policy.

The amount you pay towards a claim

An excess is an amount you are required to pay in the event of a claim. This policy does not contain an excess. However, you can reduce your premium by choosing to have an excess, subject to a minimum excess of \$100 and acceptance by us. Your chosen excess will be shown in your policy schedule. We will subtract the excess you choose from the amount we pay in the event of a claim.

An example of how an insurance claim works

You have elected All Risks cover and New Replacement Cost for your five-year-old television and other property. The television is dropped and we agree to replace it. The New Replacement Cost is \$1,200. You have chosen a \$200 excess.

The total payable is \$1,200 less the \$200 excess, which equals \$1,000.

Cooling off

You have the right to cancel and return the insurance contract within 20 days of the date it was issued to you (the "cooling off period") but not after commencement of cover under the policy.

If you cancel it in this time, we will return to you any premium you have paid us.

Code of practice

We have adopted the General Insurance Code of Practice developed by the Insurance Council of Australia. The Code is designed to promote good relations and good insurance practice between insurers, intermediaries and consumers. The Code sets out what we must do when dealing with you. Please contact us if you want more information about the Code (refer to the "How You Contact Us" section).

How we deal with a complaint

If you have a complaint about our products or services (even if through one of our service providers) or our complaints handling process, please let us know so that we can help.

You can contact us:

- ▼ By phone: 13 18 13 or From Overseas: + 61 8 8205 5878
- ▼ In writing: GPO Box 3999, Sydney, NSW 2001, Australia
- ▼ By email: veroinformation@vero.com.au

Please include the full details of your complaint and explain what you would like us to do.

Rest assured this is what we will do. When we receive your complaint, we will consider all the facts and attempt to resolve your complaint by the end of the next business day.

If we are not able to resolve the matter to your satisfaction, it will be referred to the relevant team leader or manager, who will review your complaint and contact you within 5 business days with their decision.

If you remain dissatisfied the matter will be referred to our Internal Dispute Resolution (IDR) team. Our IDR team will review your complaint, and provide you with their final decision within 15 business days of your complaint being referred to them. The contact details for our IDR team are:

- ▼ By phone: 1300 264 470 (FREE CALL)
- ▼ In writing: Internal Dispute Resolution; Vero Insurance
- ▼ Reply Paid 1453 Customer Relations Unit RE058
- ▼ GPO Box 1453 Brisbane QLD 4001 or
- ▼ By email: idr@vero.com.au

If we require additional information for our assessment or investigation of your complaint, we will agree with you a reasonable alternative timeframe to resolve your complaint.

If we are unable to resolve your complaint within 45 days, you may take your complaint to the Financial Ombudsman Service (the FOS), even if we are still considering it. The contact details for the FOS are set out below.

What if you are not satisfied with our final IDR decision?

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you may be able to access the services of the FOS. The FOS is an independent external dispute scheme and their service is free to you. Any decision the FOS makes is binding on us, provided you also accept the decision. You do not have to accept their decision and you have the option of seeking remedies elsewhere.

The FOS is available to customers who fall within their terms of reference. The FOS will advise if they can help you.

You can contact FOS:

- ▼ By phone: 1300 780 808 (for the cost of a local call)
- ▼ By Fax: (03) 9613 6399
- ▼ By email: info@fos.org.au
- ▼ In writing:
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
- ▼ By visiting: www.fos.org.au

Privacy statement

AAI Limited trading as Vero Insurance is the insurer and issuer of your commercial insurance product, and is a member of the Suncorp Group, which we'll refer to simply as "the Group".

Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- ▼ identify you and conduct appropriate checks;
- ▼ understand your requirements and provide you with a product or service;
- ▼ set up, administer and manage our products and services and systems, including the management and administration of underwriting and claims;
- ▼ assess and investigate any claims you make under one or more of our products;
- ▼ manage, train and develop our employees and representatives;
- ▼ manage complaints and disputes, and report to dispute resolution bodies; and
- ▼ get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research, development and business strategy including managing the delivery of our services and products via the ways we communicate with you.

What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will be (or may be) authorised or required to collect your personal information. These laws include the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Personal Property Securities Act 2009, Corporations Act 2001, Autonomous Sanctions Act 2011, Income Tax Assessment Act 1997, Income Tax Assessment Act 1936, Income Tax Regulations 1936, Tax Administration Act 1953, Tax Administration Regulations 1976, A New Tax System (Goods and Services Tax) Act 1999 and the Australian Securities and Investments Commission Act 2001, as those laws are amended and includes any associated regulations.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- ▼ other companies within the Group and other trading divisions or departments within the same company (please see our Group Privacy Policy for a list of brands/companies);
- ▼ any of our Group joint ventures where authorised or required;
- ▼ customer, product, business or strategic research and development organisations;
- ▼ data warehouse, strategic learning organisations, data partners, analytic consultants;
- ▼ social media and other virtual communities and networks where people create, share or exchange information;

- ▼ publicly available sources of information;
- ▼ clubs, associations, member loyalty or rewards programs and other industry relevant organisations;
- ▼ a third party that we've contracted to provide financial services, financial products or administrative services – for example:
 - ▼ information technology providers,
 - ▼ administration or business management services, consultancy firms, auditors and business management consultants,
 - ▼ marketing agencies and other marketing service providers,
 - ▼ claims management service providers
 - ▼ print/mail/digital service providers, and
 - ▼ imaging and document management services;
- ▼ any intermediaries, including your agent, adviser, a broker, representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers and our agents;
- ▼ a third party claimant or witnesses in a claim;
- ▼ accounting or finance professionals and advisers;
- ▼ government, statutory or regulatory bodies and enforcement bodies;
- ▼ policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- ▼ in the case of a relationship with a corporate partner such as a bank or a credit union, the corporate partner and any new incoming insurer;
- ▼ the Financial Ombudsman Service or any other external dispute resolution body;
- ▼ credit reporting agencies;
- ▼ other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors, financiers;
- ▼ legal and any other professional advisers or consultants;
- ▼ hospitals and, medical, health or wellbeing professionals;
- ▼ debt collection agencies;
- ▼ any other organisation or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them, eg your mother.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons or organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

Overseas disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons or organisations located overseas, for the same purposes as in 'Why do we collect personal information?'

The complete list of countries is contained in our Group Privacy Policy, which can be accessed at www.vero.com.au/privacy, or you can call us for a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in **Contact Us**.

Contact us

For more information about our privacy practices including accessing or correcting your personal information, making a complaint, or obtaining a list of overseas countries you can:

- ▼ Visit www.vero.com.au/privacy.
- ▼ Speak to us directly by phoning one of our Sales & Service Consultants on: 1300 888 073 or by
- ▼ Email us at claims@vero.com.au

Duty of Disclosure

You have a legal duty of disclosure to us whenever you apply for, or change an insurance policy.

What you must tell us

You have a general duty to disclose to us everything that you know, or could reasonably be expected to know, is relevant to our decision whether to insure you, and, if we do, on what terms.

However, your duty does not require you to disclose anything:

- ▼ that reduces the risk to be undertaken by us,
- ▼ that is generally well known,
- ▼ that we know or, in the ordinary course of our business, ought to know, or
- ▼ in respect of which we have waived your duty.

Your general duty applies to renewals and changes

Your general duty applies in full when you renew an insurance policy or change an existing policy including when you extend or reinstate it.

Your general duty is limited for new policies

When you apply for a new policy your duty of disclosure applies, but you do not need to disclose something to us unless we specifically ask you about it. However, you must be honest in answering any questions we ask you. You have a legal duty to tell us anything you know, and which a reasonable person in your circumstances would include in answering the questions. We will use the answers in deciding whether to insure you and anyone else to be insured under the policy, and on what terms.

Who needs to tell us

It is important that you understand you are disclosing to us and answering our questions for yourself and anyone else you want to be covered by the policy.

If you do not tell us

If you do not answer our questions honestly or do not properly disclose to us, we may reduce or refuse to pay a claim or may cancel the policy. If you act fraudulently in answering our questions or not disclosing to us, we may refuse to pay a claim or treat the policy as never having existed.

Financial Claims Scheme

This policy may be a 'protected policy' under the Federal Government's Financial Claims Scheme (FCS) which is administered by the Australian Prudential Regulation Authority (APRA).

The FCS only applies in the unlikely event of an insurer becoming insolvent and the Federal Treasurer making a declaration that the FCS will apply to that insurer.

The FCS entitles certain persons, who have valid claims connected with certain protected policies issued by that insurer to be paid certain amounts by APRA.

Information about the FCS can be obtained from APRA at www.apra.gov.au or by calling 1300 13 10 60.

Householders Removal Insurance (Domestic and Overseas) Policy wording

Meanings of special words in this policy

In this policy certain words have special meanings. They have the same meanings wherever they appear. These words are:

“you” or “your” – means the insured named in the policy schedule.

“we” or “our” or “us” or “the insurer” – means AAI Limited ABN 48 005 297 807 trading as Vero Insurance.

“excess” – means the amount you must pay towards a claim, as specified in the policy schedule.

“property” – means the property or interest specified in the policy schedule.

“insured transit” – means the transit or voyage specified in the policy schedule.

“sum insured” – means the sum insured specified in the policy schedule.

“policy” – means this policy wording, the current policy schedule, and any endorsement, all of which are to be read together.

“premium” – means the premium specified in the policy schedule and includes any Government charges specified in the policy schedule.

All the terms, conditions and limits of this insurance contract are set out in:

- ▼ this policy wording, and
- ▼ your policy schedule.

In this insurance contract between you and us:

- ▼ we agree to provide you with the insurance shown in your policy schedule, and in return,
- ▼ you agree to pay us your premium including any relevant government charges by the date advised to you.

You can claim for loss or damage to your property covered by this insurance only if:

- ▼ it is caused by a risk included in the cover option stated in your policy schedule and not excluded by this policy; and
- ▼ it occurs during the period of insurance.

We will then pay you according to the sum insured option set out in your policy schedule and our claims details contained in this policy wording.

The terms and conditions and limits apply if you have to make a claim – so it is important that you:

- ▼ read your policy and policy schedule carefully,
- ▼ check that your details on your policy schedule are correct and up to date,
- ▼ keep the policy wording and policy schedule together in a safe place.

Transit and storage

Cover commences from the time your property is lifted from the floor of your residence for the purpose of moving on to the conveying vehicle to commence the transit described in the policy schedule. Cover continues during the ordinary course of transit, including any storage incidental to the transit (up to a maximum of 30 days), and concludes when each item is placed on the floor at the destination nominated in your policy schedule.

There is no cover during any periods where you elect to store your property (other than storage incidental to the ordinary course of transit) unless you have requested such cover in your application and we have agreed to your request. If we do, the cover option you select for the transit will also apply during any agreed storage periods.

What Property is insured

This insurance covers the property you have described in your application. In your application, if you did not include a value against a category we do not insure that category of property. However we do not insure cash, banknotes, credit/debit cards or similar, stamp, coin, or other collections, jewellery, securities, or documents of value (even if they are described in your application).

Only the total sum insured will be shown in your policy schedule, however we will use the individual category values and any other special values shown in your application when settling any claims under this insurance.

Cover options

We hereby insure you for the cover option shown in your policy schedule. The cover options are:

1. Specified Events – loss or damage caused by:

- ▼ Fire, flood, collision of the conveyance or overturning of the conveyance on land.
- ▼ Fire, collision of the aircraft, crashing or forced landing of the aircraft.
- ▼ Impact to your property whilst on the conveyance with any object not on or part of the conveyance.
- ▼ Stranding, sinking, fire, collision or contact of the ship or vessel with any object other than water.

2. All Risks – meaning:

All risks of loss of or damage to the insured property from any external cause including breakage, scratching, denting, chipping, bruising and the like, theft, pilferage and non-delivery.

Automatic Extension to both Specified Events and All Risks covers for Shipments by Air or Sea

- ▼ General average or salvage payments you are required to make in the terms of your Bill of Lading or similar document.
- ▼ Loss or damage to your property as a result of an act of war, whether or not war has been declared. This war extension is limited to the period whilst your property is on board the ship, vessel or aircraft and does not cover any period when your property is on land.

Exclusions and other limitations

(applicable to both Specified Events and All Risks cover)

The Institute Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons Exclusion Clause and the Transit and Terrorism Clause shall be paramount and shall override anything contained in this insurance inconsistent therewith. In the event of conflict between these two clauses, the Institute Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons Exclusion Clause shall prevail.

Institute Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons Exclusion Clause 10/11/03

In no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from:

- ▼ ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- ▼ the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
- ▼ any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- ▼ the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter.

The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes.

- ▼ any chemical, biological, bio-chemical, or electromagnetic weapon.

Transit and Terrorism Clause

This policy excludes loss of or damage to the goods insured caused by terrorism except during the ordinary course of transit.

For the purposes of this insurance, "terrorism" means any act(s) of any person(s) or organisations(s) involving:

- ▼ the causing, occasioning or threatening of harm of whatever nature and by whatever means,
- ▼ putting the public or any section of the public in fear,

In circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

"Terrorism" shall also include steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, anticipated, threatened, suspected or perceived terrorism.

Sanction Limitation and Exclusion Clause 1.6.11

We shall not provide cover, and 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 to any sanction, prohibition or restriction under United Nations resolutions or trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

Other exclusions to both Specified Events and All Risks cover

We will not cover or pay you for loss, damage or expense caused directly or indirectly by:

- ▼ an intentional act by you or any person acting with your expressed or implied consent;
- ▼ an act of war, whether or not war has been declared, whilst your property is not on board a ship, vessel or aircraft;
- ▼ ordinary wear and tear;
- ▼ natural occurrences to the property;
- ▼ mould, moths, insects, rats or other vermin;
- ▼ electrical and/or mechanical and/or electronic failure to the item unless it is caused by visible external physical damage;
- ▼ delay, even if caused by an insured event;
- ▼ legal seizure of your property.

We also will not cover you for:

- ▼ loss or damage existing prior to this insurance commencing;
- ▼ loss of or the cost of reproducing or re-writing electronic or other data, records, photographs, film and the like;
- ▼ loss of use of your property or any other form of consequential loss;
- ▼ loss of tone of any musical instrument(s);
- ▼ reduction in value of antiques, paintings and works of art because of repairs.

Limitations to both Specified Events and All Risks covers

Excess

Excess means the amount you must pay towards a claim. We do not require you to pay any excess when we are settling your claims unless you have elected an excess in your application. If you have elected an excess the amount of the excess is shown in your policy schedule.

Pairs and Sets

Where any insured item(s) forming part of a pair or set is lost or damaged and cannot be repaired, we will not pay more than a proportionate part of the insured value of the pair or set. Where any item(s) has a special value as part of any set, such special value will be taken into account in the claim settlement.

Replacement

Whilst we will endeavour to match items being replaced with the same make and model as that lost or damaged beyond repair, this is often not possible. In such cases, we reserve the right to settle the loss by payment to you or replacement with the make and model having the nearest specifications to the original.

Living Plants or Animals

If living plants or animals are described in your application, they are insured, however cover is limited to "Specified Events" cover as detailed herein even if you elect "All Risks" cover.

How to make a claim

If your property is lost or damaged during the transit or storage covered by this policy, there are certain actions that you should take to protect your rights and assist with any claim there may be under this policy. These are:

- ▼ note details of any items lost or damaged on the consignment note before you sign same,
- ▼ as soon as possible, write to the carrier holding them responsible for the loss or damage,
- ▼ take all reasonable precautions to prevent any further loss or damage to your property,
- ▼ immediately notify us by phoning our toll-free number 1300-664201, advising details of your loss and your policy number. Please do this even if you have not unpacked all of your property,
- ▼ do not have any of your property repaired or replaced without our consent,
- ▼ complete and return our claim form as quickly as possible, include a copy of any inventory,
- ▼ co-operate with any surveyor that may be appointed,
- ▼ provide to us any invoices/documents proving the value of your property which may be lost or damaged.

How we will settle your claims

We will settle your claims based on the option shown in your policy schedule. The options are:

A. Current Value settlement

You have the option to insure your nominated property for current new replacement value less a reasonable allowance for age, condition, wear, tear and depreciation.

B. New Replacement Cost (up to 10 years old) settlement

(NOT AVAILABLE ON MOTOR VEHICLES)

You have the option to insure your nominated property (other than motor vehicles) which are no more than 10 years old for full new replacement cost. For any property, which is more than 10 years old, even if you selected new replacement cost option, you agree to insure such property for current value (see Option A above).

Average or coinsurance

If you do not insure your property for the full value as per the option you selected, what is known as coinsurance, under-insurance or average will apply. If you insure your property for less than 80% of it's actual value, determined by using the sum insured option you have selected, you will only be entitled to recover the proportion of any claim that the sum insured bears to 80% of the actual value. An example of coinsurance, under-insurance or average is:

How we calculate your claim if average or coinsurance applies:

Based on the sum insured option you elect in your application, your property has an actual value of \$50,000. However, you only request us to insure your property for \$30,000. You submit a claim for \$1,000.

the insured value	\$30,000
80% of the actual value of \$50,000	\$40,000
the proportion you can claim is 75%	75% x \$1,000 (the claim) = \$750 (less any excess)

The balance of \$250 is not paid by us as you did not insure for the full value and did not pay us a premium for the underinsured proportion. You cannot elect to pay us this premium after a loss.

GST settlement provisions

Notwithstanding the payment provisions contained in this policy, we will pay you:

where you **cannot** claim an input tax credit in respect of the cost of repairs or replacement to make good the loss, the amount(s) payable as detailed in the policy, including the amount of any Goods and Services Tax (GST) incurred to make good the loss, or

where you **can** claim an input tax credit in respect of the cost of repairs or replacement to make good the loss, the amount(s) payable as detailed in this policy, less any input tax credits available to you or the third party in respect of the loss.

Policy issued by AAI Limited ABN 48 005 297 807

AFS Licence No. 230859

Trading as Vero Insurance

