

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) updates, and should be read with, the Landlords Residential Property Insurance Disclosure Statement and Policy – Accidental Damage Cover with Flood Cover (PDS) dated 01/05/2017 version CID0242 F REV7 08/17. These documents together with your current schedule make up the terms and conditions of your insurance contract with us. Your current schedule outlines the cover you have chosen.

This SPDS will apply to policies with a commencement date on or after 01/03/2019 or with a renewal effective date on or after 01/03/2019.

Changes to your PDS

Your PDS is amended by the following:

Change 1: Excesses

Your PDS is amended to remove any additional excesses payable in the event of a claim other than the standard policy excess, and any additional excesses, noted on your schedule and the excess if loss or damage occurs as a result of an earthquake or tsunami.

In the 'Words that have a special meaning' on page 14, the fifth sentence of the definition of 'excess' is deleted and replaced with the following:

*'Your Excess will be increased for **claims** for an earthquake or tsunami as shown on page 23.'*

In the section "Paying Claims – Policy excess" on page 23, the third paragraph is deleted.

In the section "Paying Claims – Policy excess" on page 23, the following paragraph is deleted:

*The additional \$400 **excess** for claims arising from accidental loss or damage by **tenants**, their visitors, or their visitors children, does NOT apply to claims arising from:*

- *fire*
- *explosion*
- *liquid that escapes from:*
 - *a fixed pipe or something attaching to a pipe, fixed gutter, fixed tank or a drain*
 - *a bath, basin, shower, sink, toilet or tiled floor that has drainage holes*
 - *a washing machine or dishwasher*
 - *an aquarium*
 - *a waterbed*
- *impact by a vehicle*
- *accidental breakage of*
 - *fixed glass in the buildings*
 - *fixed shower bases, basins, sinks, baths or toilets.*

In the section "Excess" on page 32, the second paragraph is deleted.

Change 2: Pet Damage

Your PDS is amended to include cover for damage to your rental property by pets owned by your tenant which live in or at your rental property, to a limit of \$2,500 for any one claim, subject to all other policy terms, conditions and exclusions.

Under Section 1 Buildings and Contents – Accidental damage cover on page 17 to 19, in the section 'What is insured' under the section '*We will cover your building and contents for any accidental damage or accidental loss including that caused by:*' on page 19, the following additional dot point is added:

'a tenant's pet up to \$2,500 per claim'.

In the 'Words that have a special meaning' on page 14, the definition of '*Deliberate or Intentional Damage*' in the section under '*This does not include*' the clause '*damage caused by pets belonging to tenants, their visitors or children of the tenants or their visitors*' is deleted and replaced with '*damage caused by pets belonging to visitors or children of the tenants or their visitors*'

In the 'Words that have a special meaning' on page 15, the definition of '*Malicious Damage or Vandalism*' in the section under '*This does not include*' the clause '*damage caused by pets belonging to tenants, their visitors or children of the tenants or their visitors*' is deleted and replaced with '*damage caused by pets belonging to visitors or children of the tenants or their visitors*'

In the 'Words that have a special meaning' on page 15, a definition of '*pet*' is added with the meaning '*a domestic animal kept in or at your rental property*'.

In the 'Words that have a special meaning' on page 15, the definition of '*tenant*' is amended by deleting the word '*pets*' in the first and second sentences.

Change 3: External complaints are now administered by the Australian Financial Complaints Authority (AFCA).

How to resolve a complaint or dispute

All references to Financial Ombudsman Service Australia Limited (FOS) and its contact phone number, is deleted and replaced with

Australian Financial Complaints Authority (AFCA). The AFCA is contactable on 1800 931 678 (free call).

Insurer
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trading as CGU Insurance