

# KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Custom Home Insurance Elite Care PLUS

Prepared on: 1 March 2018

THIS IS NOT AN INSURANCE CONTRACT

CHUBB®



## STEP 1 Understanding the Facts Sheet

This Key Facts Sheet sets out **some** of the risks covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement (PDS)** and all policy documentation for more details.

## STEP 2 Check the maximum level of cover and the events covered

Under this policy you set the maximum level of cover (subject to approval) and your payout is limited to that amount (*Sum insured*).

Event/Cover	Yes/No Optional	Some examples of specific conditions, exclusions or limits that apply to events/cover (see PDS and other policy documentation for details of others)*
Fire and explosion	Yes	Fire - Not covered for loss or damage caused by bushfire or grassfire for first 72 hours from commencement of insurance. Fire and Explosion - Not covered for loss or damage caused by any process involving the application of heat.
Flood	Yes	Not covered for loss or damage caused by flood for the first 30 days from commencement of the policy.
Storm	Yes	Covered for rainwater as well as storm.
Accidental breakage	Yes	Not covered for loss or damage caused by breakage of mirrors, glassware, crystal, crockery, china and similar items of a brittle nature whilst they are being used, cleaned or carried by hand.
Earthquake	Yes	An additional excess applies for this event.
Lightning	Yes	Covered for accidental loss or damage caused by lightning.
Theft and Burglary	Yes	Not covered for loss or damage arising out of intentional actions by you, any person residing with you or any person acting with your knowledge or consent or who enters your home with your consent. Not covered for loss or damage caused by theft or burglary whilst the home is insufficiently furnished to be lived in or from internal and external common areas of any type of multiple occupancy residence. Covered for theft of contents in the open air up to \$10,000 in total.
Actions of the sea	No	Not covered for loss or damage caused by the action of the sea, high water, storm surge or tsunami.
Malicious Damage	Yes	Not covered for loss or damage arising out of intentional actions by you, any person residing with you or any person acting with your knowledge or consent or who enters your home with your consent.
Impacts	Yes	Not covered for loss or damage caused by falling trees if tree felling or lopping is done by you or with your consent.
Escape of liquid	Yes	Covered for accidental loss or damage caused by the bursting, leaking, discharging or overflowing of fixed apparatus fixed tanks or pipes used to carry liquid of any kind. Covered for the exploratory costs incurred in identifying and locating the source of the escaping liquid and to repair any damage caused in locating the source. Not covered for repairing or replacing the tank, pipe, system or apparatus which has failed.

### Cover for valuables, collections and items away from the insured address

High value items and collections	Yes	Covered for accidental loss or damage to jewellery including set or unset stones, gold and silver objects or furs up to \$10,000 for any one article and in total no more than 25% of sum insured for any one loss; pictures and works of art, tapestries and rugs up to \$25,000 for any one article; specified contents listed in your policy schedule which we have agreed to cover individually; properly catalogued collections of stamps, medals, coins or bullion up to \$10,000 for any one collection (similar collections will be regarded as one) and in total no more than 25% of sum insured for any one loss.
Items away from insured address	Yes/Optional	Covered for your home contents while temporarily removed from the site but still within Australia or New Zealand, or for up to 90 consecutive days anywhere in the world up to 25% of the sum insured for contents. Optional cover for accidental loss or damage of personal property items anywhere in the world.

\* The Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.



## STEP 3 Other things to consider

### Limits

This policy has restrictions that limit your cover for certain events and items, for example we won't cover loss or damage caused by flood for the first 30 days from the commencement of the policy (subject to limited exceptions). To find out these limits you need to read the PDS and other relevant policy documentation.

### Excesses

If you make a claim, the excess is the amount you pay for each incident. A number of different excesses may apply in respect to this policy, for example this policy has a standard excess of \$300 for each claim (higher excesses may apply for some insured events). You may be able to increase these excesses to lower your premium. For more detail, please read the PDS and other policy documentation.

### Legal liability

This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to \$20,000,000 for any one claim or series of claims arising from any one event inclusive of all reasonable legal costs, charges and expenses. The cover we provide is for your legal liability as occupiers of your home and the site and for any personal legal liability occurring anywhere in the world. You should read the PDS carefully to determine the extent of this cover.

### Cooling off period

If you decide you don't want this policy within 30 days of it being issued and you haven't made a claim, you can cancel it and receive a refund.

### Maximum level of cover offered by insurers

Insurers offer different maximum levels of cover in the event of the loss or destruction of your contents including where:

- you set the maximum level of cover and your payout is limited to that amount\* (*Sum insured*).
- you set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (*Sum insured plus safety net*).

\* the insurer may provide some cover above this amount.

When working out how much cover you need for your contents, ensure that you value your possessions correctly. To do this you could start by listing all your contents and working out how much it would cost to replace them.

A failure to adequately insure your contents for their replacement value may result in underinsurance.

**Warning: this Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover.**

## STEP 4 Seek more information

If you want more information on this policy contact us on 1300 00 2255 or visit [www.customhomeinsurance.com.au](http://www.customhomeinsurance.com.au)

For more information on choosing insurance and to better understand insurance visit the Australian Government website: [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The policy this KFS relates to is:

- Provided/distributed by SGUAS Pty Ltd t/as Custom Home Insurance (ABN 15 096 726 895, AFSL 234437).
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