

# KEY FACTS ABOUT THIS HOME BUILDING POLICY

Custom Home Insurance Extra 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 events 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. Not covered for loss or damage immediately affected whilst undergoing 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 or for retaining and free standing walls, gates and fences that were in a state of disrepair; tennis court surfaces; wharves, jetties or pontoons; swimming pools or spas or the clearing of mud or debris out of these. Not covered for exclusions listed below for 'Storm'.
Storm	Yes	Covered for rainwater as well as storm. Not covered for loss or damage to outdoor trees, shrubs or plants; retaining walls; gates and fences over 20 years old made of wood.
Accidental breakage	Yes	Covered for fixed glass or mirrors; glass in a fixed light fitting; fixed shower bases, wash basins, sinks, toilets, cisterns, baths and spas. Not covered for a fracture which does not extend through the entire thickness of the item or for any other accidental breakage other than listed above.
Earthquake	Yes	All damage that occurs within a period of 48 hours will be regarded as one incident.
Lightning	Yes	Covered for thunderbolt as well as lightning.
Theft and Burglary	Yes	Not covered for loss or damage for theft or burglary by you, someone residing with you or any person acting with your knowledge or consent or who enters your home with your consent or if your home is not sufficiently furnished to be habitable.
Actions of the sea	No	Not covered for loss or damage caused by the action of the sea, high water, tsunami or storm surge.
Malicious Damage	Yes	Not covered for deliberate or intentional acts causing loss or damage by you or someone acting with your consent, or who lives at or entered your home with your consent.
Impacts	Yes	Covered for impact by any vehicle, aircraft, spacecraft, space debris, meteorite, falling tv or radio antenna, mast or satellite dish, falling tree, an animal, falling power or communications pole, tower or line. Not covered for loss or damage caused by falling trees if tree felling or lopping is done by you or with your consent or an animal that is kept at the site.
Escape of liquid	Yes	Covered for bursting, leaking, discharging or overflowing of fixed apparatus, tanks or pipes used to carry liquid. Not covered for repair or replacement of the item which failed.
Removal of debris	Yes	Covered for the reasonable cost of demolition and/or removing debris from the site for insured events.
Alternative accommodation	Yes	Covered for the lesser of 20% of home sum insured or a 12 month period from date of loss, should the home become uninhabitable due to an insured event. The amount paid may be reduced by savings of your usual outgoings, such as mortgage interest, rental payments, or the like.

\* 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 it does not 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 the owner or occupant of your home and the site. 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 your home 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 will cover all the reasonable costs to rebuild your home (*Total replacement*).

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

You should consider which type of cover is best for you.

Failure to adequately insure your home 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).
- Underwritten by Chubb Insurance Australia Limited  
(ABN 23 001 642 020, AFSL 239687).