

KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Custom Home Insurance Steadfast Extra Care

Prepared on: 1 March 2018

THIS IS NOT AN INSURANCE CONTRACT



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 48 hours from commencement of insurance.
Flood	Yes	Not covered for loss or damage caused by flood for the first 30 days from commencement of insurance.
Storm	Yes	Not covered where water enters your buildings through an opening made for any building renovation or repair work or due to a structural defect, faulty design or faulty workmanship that you knew about (or should reasonably have known about). Covered for contents in open air for the greater of \$5,000 or 8% of the contents sum insured.
Accidental breakage	Yes	Covered for any mirrors, glassware, crystal, crockery or any glass in furniture and if you are a tenant - fixed glass, glass or ceramic cooking surfaces or cook-tops, fixed shower bases, basins, sinks, spas, baths and toilets owned by the landlord for which you are responsible. Not covered for any other accidental breakage, or loss or damage to glass that is part of a television, or a computer screen, or a computer monitor. Not covered for mirrors, glassware, crystal, crockery or china while they are being used, cleaned or carried by hand.
Earthquake	Yes	Covered for loss or damage which occurs within 72 hours of the earthquake.
Lightning	Yes	No specific condition, exclusion or limit applies to this event.
Theft and Burglary	Yes	Covered for theft of money or negotiable documents when force is used by someone to enter your buildings. Not covered for loss or damage for theft from any part of your buildings which you share with another person who is not insured under this policy or by a tenant. Not covered for loss or damage for theft if contents are away from your situation unless they are located in a residential building, boarding house, hotel, club, nursing home, hospital, clubroom (covered up to 25% of contents sum insured); not covered for theft following the events of war or warlike activity, hostilities, rebellion, insurrection or revolution.
Actions of the sea	No	Not covered for loss or damage caused by the action of the sea, tidal wave or high water, unless the destruction, loss or damage is as a result of tsunami.
Malicious Damage	Yes	Not covered for loss or damage as a result of vandalism or a malicious act by a tenant.
Impacts	Yes	Covered for impact by any watercraft, aircraft, spacecraft/debris, tv or radio antennae, falling tree or part thereof; falling television or radio antenna, mast or satellite dish or its fitting or mast, any animal or bird that is not kept at your situation unless the damage is caused by any animal or bird eating, chewing, clawing or pecking. 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	Not covered for repair or replacement of the item which caused the escape of liquid.

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

High value items and collections	Yes/Optional	Covered for loss or damage for valuable items, for example jewellery, watches, money, gold, silver, stamp collections or medals up to 25% in total for contents sum insured. We will pay up to \$5,000 for any one item, pair, set or collection or system of valuable items. Optional cover available for specified items.
Items away from insured address	Yes/Optional	Covered for your contents whilst they are away from your situation anywhere in Australia or New Zealand whilst temporarily removed, or anywhere in the rest of the world for up to 180 consecutive days after you leave Australia. Optional cover for valuable items for accidental loss or damage within Australia or New Zealand or within 180 days after you leave Australia.

* 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. The cover we provide is for your legal liability resulting from an occurrence during the period of insurance 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

For more information on choosing insurance and to better understand insurance visit the Australian Government website: www.moneysmart.gov.au

The policy this KFS relates to is:

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