

# KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Custom Home Insurance Steadfast Elite Care

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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 accidental loss or damage caused by bushfire or grassfire for first 48 hours from commencement of insurance. Not covered for loss or damage to a heating element.
Flood	Yes	Not covered for accidental loss or damage caused by flood for the first 30 days from commencement of insurance.
Storm	Yes	Covered for loss or damage to trees, plants, hedges, shrubs or lawns up to \$5000.
Accidental breakage	Yes	No specific condition, exclusion or limit applies for this event.
Earthquake	Yes	Covered for loss or damage which occurs within 72 hours of the earthquake.
Lightning	Yes	No specific condition, exclusion or limit applies for this event.
Theft and Burglary	Yes	Covered only for loss or damage to contents if there is theft following violent or forcible entry. 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 theft following 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, high water or tidal wave unless the destruction, loss or damage is as a result of a tsunami.
Malicious Damage	Yes	Not covered for loss or damage as a result of vandalism or a malicious act by a tenant.
Impacts	Yes	No specific condition, exclusion or limit applies for this event.
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 accidental loss or damage to valuable items, for example jewellery, watches, money, gold, silver, stamp collections or medals up to 25% of home contents sum insured, limited to \$10,000 for any one item, pair, set or collection. Optional cover available for valuable items.
Items away from insured address	Yes/Optional	Covered for your home contents when accidental loss or damage occurs within Australia or New Zealand. Not covered if loss or damage occurs 180 consecutive days after you leave Australia. Optional cover for accidental loss or damage to valuable 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 \$500 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](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).