

KEY FACTS ABOUT THIS HOME CONTENTS POLICY

All-in-One Farm Pack

Prepared on: 1 November 2019

THIS IS NOT AN INSURANCE CONTRACT



STEP 1 Understanding the Facts Sheet

This Key Facts Sheet set 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, home contents insurance is provided under Category Two - Inventory. There are three levels of cover from One Star which covers only certain listed perils, Two Star which covers those listed perils and more, and Three Star which provides the highest level of cover. You choose the insured sum and any claim payment will be limited to the insured sum or less if the underinsurance clause applies. You also choose the method of settlement between reinstatement cover (cover to repair or replace to the same condition as when new) or indemnity cover (cover to repair or replace to the condition that it was in, taking into account wear, tear and depreciation).

Event/Cover	Yes/No Optional	Some examples of specific conditions, exclusions or limits that apply to events/covers (see PDS and other policy documentation for details of others)*
Fire and Explosion	Yes	Fire excludes scorching, singeing, melting, charring, brewing, burning out of electrical equipment and engines, overheating, burning out, breaking of ovens and boilers.
Flood	Yes	Cover will commence 48 hours after our quote has been accepted unless the policy is a renewal, when there is no waiting period.
Storm	Yes	Only covered if your home building suffers an insured loss from the storm. No cover is provided if water has penetrated through open windows, doors or shutters and vents (unless you have Three Star Cover). No or limited cover is provided if the roof is fully or partially removed during construction or renovation. Cover will commence 48 hours after our quote has been accepted unless the policy is a renewal, when there is no waiting period.
Accidental breakage	Optional	Accidental loss or damage to your home contents is only covered if you have Three Star cover.
Earthquake	Yes	All loss or damage resulting from earthquakes occurring within a 72 hour period will be considered one event.
Lightning	Yes	Only covered if the connection between the lightning strike and the damage is plausible and there is visible evidence of the lightning strike at or in the immediate vicinity of the risk address. Electrical or electronic equipment only covered if there are also tracks of a direct impact on the equipment or on the building in which it was located.
Theft and Burglary	Yes	One Star Cover only covers theft during a fire, fire extinguishing and salvage. Two and Three Star cover provides protection against theft and attempted theft.
Actions of the sea	No	All loss or damage resulting from a tsunami is covered.
Malicious Damage	Optional	Covered under Two and Three Star Cover. Excludes malicious damage caused by you, your directors, partners, employees, tenants, any member of your family, any invitees of any of them and anyone else acting with your knowledge and consent.
Impacts	Optional	Only covered under Three Star Cover.
Escape of liquid	Yes	Accidental loss or damage caused by unexpected outflow of liquids or steam from water pipes, sewer pipes, appliances and devices permanently connected to these pipes or from plumbing, central heating, air-conditioning, aquariums or water beds, and pipes bursting as a result of freezing. Limits apply.

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

High value items and collections	Optional	Not covered under One Star Cover. Jewellery is only covered under Two and Three Star Cover if stolen from a permanently inhabited house or if you are assaulted away from your permanently inhabited house.
Items away from insured address	Yes	Household effects covered if temporarily removed from the risk address for no more than three months and only in Australia.

*This 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 will only pay up to \$5,000 for any one event for jewellery (unless a higher limit is specified in your certificate of insurance). 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 may have to pay of each incident. A number of different excesses may apply in respect to this policy, for example a higher excess may apply if the loss or damage was caused by flood, earthquake, tsunami, subterranean fire or volcanic eruption. 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 does not provide cover for legal liability under Category Two – Inventory (including household effects). If selected, Category Five – Liability of 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 provides cover for claims made against you during the policy period (unlike some other home contents policies which provide legal liability cover based on the event giving rise to the liability happening during the policy period) and is limited to liability that arises from an accidental event. 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 21 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 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 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 our Customer Service Team on 1800 724 214.

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

The policy this KFS relates to is:

- Provided by: Achmea Australia (Achmea). Achmea Australia is the Australian branch of **Achmea Schadeverzekeringen N.V.** ABN 86 158 237 702 AFSL 433 984
- Underwritten by: Achmea Australia (Achmea). Achmea Australia is the Australian branch of **Achmea Schadeverzekeringen N.V.** ABN 86 158 237 702 AFSL 433 984