

Changes to Your Holiday Home and Holiday Unit Policy

We've made some changes to our Holiday Home and Holiday Unit Insurance products, which are reflected in the new Product Disclosure Statement (including policy wording) (PDS) prepared 26 June 2019 included with your policy. We have combined these policy wordings to make it easier for you to understand the covers available.

From time to time we will update our PDS to make sure it's clear what you're covered for and what's excluded, and we'll always let you know about changes that will impact your cover.

Here's a summary of what's changing:

1. Definitions added or updated

The following terms are used throughout the PDS, so we have added these to our definitions to make it easier for you to understand what is meant, and what is included, when we use these words **Building** means the property at the risk address shown in Your Policy Schedule which belongs to You or for which You are legally liable, which includes the following:

- ✓ the residential Building or unit and all domestic outbuildings;
- ✓ structural domestic improvements including:
 - built-in furniture;
 - paths, driveways, terraces, walls, gates, fences, masts, aerials and clotheslines;
 - permanently fixed swimming pools, saunas and spas and associated equipment but not inflatable pool covers;
 - pipes, ducts, wires, cables, meters and switches, all of which supply the property with either light, heat, cooling, telephone, gas, water, drainage or sewerage;
- ✓ fixtures and fittings (including):
 - room heaters, stoves, air conditioners, fans, light fittings and hot water systems;
 - appliances or equipment attached to the gas, plumbing, drainage or sewerage systems, or to the electrical systems other than those items which plug into power points;
 - exterior blinds and awnings and fixed wall, floor or ceiling coverings other than carpets and floating floors;
- ✓ jetties and pontoons, provided that:
 - the structures are permanently fixed to the land at the risk address;
 - the structures are Your property and have no commercial activities undertaken from them; and
 - the jetty and/or pontoons are structurally sound and well maintained.

Building does not mean:

- × caravans, houseboats or mobile Buildings fixed or freestanding and any parts or accessories;
- × unsealed paths or unsealed driveways constructed of earth or gravel;
- × grass, lawn, plants, hedges, trees and shrubs;
- × any item defined as Contents; and
- × common property if the Building is part of a strata title or any property that is insured by the body corporate, whether or not that property is contained within Your unit or lot and whether or not any excess applies to the strata title insurance.

Contents means the property in the Premises for the use of the Tenant and belonging to You, and means:

- ✓ furniture, carpets, floating floors;
- ✓ Household Goods and furnishings;
- ✓ improvements and decorations particular to a certain lot which the body corporate or similar is not required by law to insure. Items that are covered by an insurance Policy taken out by the body corporate or similar are excluded from this Policy;
- ✓ electronic equipment not fixed in the Premises, up to a maximum of \$1,000 for each item or series of items forming a single unit of electronic goods used for entertainment purposes (including computers), unless otherwise specified in Your Policy Schedule. We will not pay more than 25% of the Contents Sum Insured in total for all electronic equipment;
- ✓ swimming pools not permanently fixed;
- ✓ Personal Effects up to a maximum of \$1,000 arising from any one event;
- ✓ Contents in a locked garage or locked garden shed, up to a maximum of \$2,500 for any one claim; and
- ✓ portable barbecues.

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Contents does not mean:

- x Building;
- x motor vehicles (other than a ride on mower used for private purposes), motorcycles, caravans, trailers or any accessories, components or parts for these items;
- x watercraft and aircraft or any accessories, components or parts for these items;
- x mechanically propelled items (including but not limited to motorised scooters, bicycles, skateboards and the like);
- x grass, lawns, plants or shrubs or trees in gardens;
- x animals, birds or fish;
- x furs, jewellery, gold/silver articles;
- x documents and money;
- x antiques, works of art, collections of any kind; and
- x property contained in open carports, outhouses, lean-tos or in the open air.

Floor coverings means material used to cover the floor of a room. Floorcoverings includes:

- carpet;
- rugs;
- floating floorboards; and
- tiles.

Wall coverings means material used as a decorative covering for internal walls which include:

- paint;
- wallpaper; and
- tiles.

Window coverings means decorations for a window comprising of:

- blinds
- shutters
- curtains
- drapes, swags, valances

2. Covers added or clarified

We have revised our wording to clarify certain aspects of your cover which are identified below:

- We have updated the Important Information section in this PDS such as adding a General Advice Warning, updating the Duty of Disclosure, Complaints and Privacy. Please read this section carefully (page 6).
- Cover of up to \$1,000 for keys or up to \$2,500 for contents from a locked garage or garden shed are now covered under Theft or any attempted theft (page 12).
- Accidental breakage is now referred to as Glass breakage and includes cover for fixed glass in doors, skylights and ceramic or glass cooking tops and where Your Building is insured, and You are legally liable for glass breakage (page 19).
- We have made loss or damage caused by Flood a mandatory cover (page 19).
- We have increased what we pay for damage to the motor of household electrical machines (page 21).
- The option to select accidental damage cover has been included under Section 1: Buildings and Contents (Page 22).
- We have clarified what damage is covered under the defined event temporary removal of contents (page 22)
- We have included cover for contents while in transit (page 22).
- We have included cover for prevention of access (page 26).
- Damage by tenants now includes accidental damage if you choose the Value Plus cover option. This cover excludes Household Goods (Page 27).
- We have confirmed that the actions of the property manager or agent appointed by You to manage your property are deemed to be Your actions (page 32).
- We have clarified our cancellation process (page 32).

3. Covers Added

We have updated and enhanced the following aspects of your cover which are identified below:

- We have removed the following exclusion under Storm: water damage to the Buildings unless such water entered the Buildings through openings in walls or roofs made by the Storm or the direct consequence of the Storm (page 20).
- We have added two cover levels which you can choose from for your insurance: Value and Value Plus. Your Policy Schedule will indicate which level of cover has been selected and which sections apply to You (page 4).
- We have added cover for volcanic eruption (page 9).

4. Cover excluded

- This policy no longer provides cover for Strata-Title Mortgagee Protection. Your Policy has been updated and your premium reduced if you have previously selected this option.
- Fees incurred for an architect and removal of debris are no longer covered as an additional benefit. This is now covered under defined events.
- Cover for underground services is no longer available as an additional benefit as it would be covered under Section 1: Buildings and Contents.
- Contents not exceeding 10% of the Buildings Sum Insured is no longer included within the definition of building.
- Cover for emergency access is no longer included as an additional benefit.

5. Changes to exclusions

The following are all updated exclusions, or descriptions of exclusions:

- Fire, explosion, or lightning: damage from heat, smoke or soot when the Building and/or Contents have not caught fire (page 17).
- Theft or any attempted theft: the non-return of the keys or theft of the key by the Tenant(s) named on the lease (page 18).
- Bursting, leaking, discharging or overflowing: (page 18).
 - damage caused by the porous and/or deteriorated condition of tile grout; or
 - damage caused by the lack of a waterproof membrane or damage caused by a leaking shower base not fitted with a tray.
- Glass breakage, previously known as accidental breakage, no longer includes telephone handset.
- Glass breakage: Replacement of the entire appliance if the glass top is no longer available (page 19).
- Storm: resulting from Your failure, to maintain the property in a good state of repair or failure to fix damage or deterioration and the cost of cleaning or removing mud or debris out of swimming pools and spas or replacing the water (page 20).
- Impact damage: We will not pay for the removal of a tree stump from the ground; or the removal of any part of a tree that has not fallen (page 20).
- Legal Liability (page 23):
 - arising out of or in connection with lifts or mechanically propelled vehicles such as but not limited to cars, motorised scooters, bicycles, skateboards and the like (other than ride on mowers used for private purposes).
 - arising out of or in connection with Your Tenants, or a member of Your Tenants family, or Your Tenants guests using any aircraft owned by You including model and toy and Remotely Piloted Aircraft (RPA).
 - due to any erosion, subsidence or landslide.
 - arising from the supply of any alcohol or drugs.
 - because You own or are legally responsible for any wharf, jetty or pontoon
 - arising out of any penalties, fines, punitive, exemplary or aggravated damages for which You are liable
 - arising from actions brought against You in a court outside Australia or a court that applies law that is not Australian law.
 - arising from any liability for which You or Your family are required by law to hold an insurance Policy.

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- Damage by Tenants cover has been updated to remove and add some exclusions (page 26). Sub-limits now applying to this cover:

Accidental Damage (Value Plus only)

The following sub-limits apply to any one claim per Tenancy under this section unless specifically insured elsewhere in this Policy:

Floorcoverings \$1,500;
painting \$1,000;
window coverings \$1,000; benchtops
and vanity tops \$1,500.

Deliberate Damage

Contamination from methamphetamine or other illicit drug manufacturing or distribution: \$50,000 (Value);
\$60,000 (Value Plus).

- We have updated how we settle claims under Section 3: Damage by Tenants to cover Value and Value Plus cover options selected by you and requirements for any claims relating to contamination (page 36).
- General Exclusions have been updated to contain the following:
We do not cover loss or damage to:
 - artificial turf
 - swimming pools, spas, septic tanks, water tanks (and other in-ground or above-ground structures or their surrounds) caused by hydrostatic pressure or hydrodynamic pressure
 - vibration, unless caused by an insured event

We do not cover loss or damage caused by or arising from:

- or in connection with roots from trees, plants, shrubs or grass
- water entering through openings made by alterations or additions
- any earth movement or vibration including erosion, subsidence, landslide, mudslide, settling, collapse, earth shrinkage and expansion not directly caused by and occurring within 72 hours of: an earthquake or tsunami; a Storm, rainwater, Flood, wind; an explosion; or Escape of liquids from a fixed pipe or something attached to a fixed pipe, fixed gutter, fixed tank or fixed drain.
- keys being provided for the purpose of property inspections
- mechanical, electronic or electrical breakdown or malfunction unless caused by a defined event
- the removal or weakening of supports or foundations for the purpose of alterations, renovations or repair
- settling, shrinkage or expansion in the Building, foundations walls or pavements

This Policy does not cover loss, damage or liability:

- for any amount recoverable under a manufacturer's or retailer's guarantee or warranty
- caused by or arising from the Tenant utilising the Premises for trade and/or manufacturing
- in relation to claims involving damage to or removal of asbestos materials, We will not pay any more to replace or repair damaged property or to remove debris, than would have been payable if the material had not contained asbestos.

- Cyber exclusion has been added (page 30).
- Absolute asbestos exclusion has been added (page 30).
- Terrorism exclusion has been updated (page 30).

6. Excesses

We've changed some excesses that apply at the time of a claim:

- Earthquake, tsunami and volcanic eruption: Claims under this defined event are subject to an additional excess of \$300 (page 9).
- Flood: Claims under this defined event are subject to an additional excess of \$500 (page 9).
- Accidental damage in Section 1: Claims under this defined event are subject to Your standard excess or \$250, whichever is greater (page 22).
- Damage by tenants, accidental damage cover (Value Plus): Claims for Damage by Tenants are subject to an excess payable by You of \$250 for each event. The maximum excess We will charge for each claim involving multiple events is \$500 (page 27).
- Security: If the required security is not in place, an additional theft excess will be applied. This excess will be shown in Your Policy Schedule (page 32).

7. Complaints and Disputes

The Financial Ombudsman Service (FOS) has changed to the Australian Financial Complaints Authority (AFCA). We have updated our internal complaints process information to address this change. For full details on how to make a complaint please see page 7.

This is simply a summary of the key changes. You should read the PDS carefully to ensure that this insurance continues to meet your needs.

Should you have any questions about your cover, please contact us on 1800 355 559.

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