

## Changes to the Hollard Personal Insurance Home Building and Contents Accidental Damage Product Disclosure Statement (PDS)

We have made some changes to the wording of our Home Building and Contents Insurance Accidental Damage Product. The new wording is in the new Hollard Personal Insurance Home Building and Contents Insurance Accidental Damage PDS dated 1 September 2021, which replaces any previous versions.

The new PDS will apply to:

- new Home Accidental Damage Insurance policies effective on or after 1 October 2021; and
- existing Home Accidental Damage Insurance policies renewed with an effective date on or after 1 October 2021.

Below is a brief overview of the changes, with page references from the new PDS where more details can be found.

### General terms

#### Who is this product for?

We have introduced a new section into the PDS (refer to pages 4-5) which outlines who our products are designed for (our target market). You can also view full details of our Target Market Determination by visiting [hollardinsurance.com.au](http://hollardinsurance.com.au)

#### Your duty to answer honestly

We have replaced the Duty of Disclosure with 'Your duty to answer honestly'. This applies when you purchase, renew or vary Your Policy. It is very important that You comply with this duty as failure to do so could result in Claims being denied or Your Policy being cancelled. For further information refer to 'Your duty to answer honestly' on page 6 of the PDS.

#### You must tell Us about changes in Your Buildings, Contents or other circumstances

You must tell us about changes that affect your insurance as soon as possible after they occur. This obligation is not new, but we have added examples of the kinds of changes we need to know about. The examples include:

- changes to your buildings, including any proposed alterations or additions or any significant damage or deterioration;
- changes to use and/or ownership;
- starting, stopping, or changing any business conducted at the Situation;
- employing additional people to work in a business conducted at the Situation; and
- changes or corrections to any other information You have provided to Us or Your broker.

This applies throughout Your period of insurance, not just when You purchase, renew, vary or claim. It is very important that You comply with this obligation as failure to do so could result in Claims being denied or Your Policy being cancelled. For further information refer to 'What You are required to do for Us' on page 37 of the PDS.

### **Complaints process**

We have updated our complaints process. For further information refer to 'Dispute resolution' on page 10 of the PDS.

### **Broker's authority to act as your agent**

Your Broker is authorised to send and receive notices about Your Policy on Your behalf. For further information refer to 'Notices' on page 14 of the PDS.

### **Sums insured now inclusive of GST**

Sums insured and sub-limits are now inclusive of GST. Consider whether you need to increase your sums insured to include an additional amount for GST. For further information refer to 'Goods and Services Tax (GST)' on page 8 of the PDS.

### **Building and Contents cover**

#### **You must live at the property to be covered**

Cover applies only if You are living at the Situation.

#### **No cover if commercial use**

We have clarified that we do not cover Situations used for commercial purposes (except for a home office) unless We have agreed to in writing. For further information refer to 'General exclusions applying to all Sections of this Policy' on pages 35-36 of the PDS.

### **Earthquakes**

We will only cover earthquakes if the damage occurs within 168 hours of the earthquake. Any subsequent damage from the earthquake after the first 168 hours of an earthquake will be considered as a separate event. For further information refer to 'Accidental damage cover' on page 17 of the PDS.

### **Claims**

We have clarified that separate events are separate claims, even if they happen at the same time or are claimed on the same form. For further information refer to 'Words with special meanings' on pages 15-16 of the PDS.

### **Buildings cover**

#### **There must be a compliant residential dwelling at Your Situation**

The definition of Buildings has been clarified so that the Policy only covers your buildings if there is a private residential dwelling at the Situation that has a domestic certificate of occupancy.

The Policy only covers other domestic improvements if they are used in conjunction with that building. For further information refer to 'What are Your Buildings' on page 23 of the PDS.

#### **Private jetties, moorings etc**

If you have a private jetty, wharf, pontoon or mooring, it is not covered unless you take reasonable steps to prevent public use and access. For further information refer to 'What are Your Buildings' on page 23 of the PDS.

### **Caravan parks and holiday parks**

Buildings are now excluded if they are in a caravan park or holiday park. For further information refer to 'What are not Your Buildings' on page 23 of the PDS.

### **Strata properties**

We have clarified that land or areas that are owned by a strata body corporate are Common Property and therefore not covered by the Policy. For further information refer to 'What are not Your Buildings' on page 23 and 'Words with special meanings' on pages 15-16 of the PDS.

### **Certificate of Title replacement**

We no longer cover the replacement costs of a Certificate of Title to Your Situation if it is destroyed or damaged.

### **Entering a contract to buy or sell your home**

We have removed the automatic temporary Buildings cover:

- for a new home you are purchasing; and/or
- for the purchaser when you sell your home.

### **Environmental upgrade after total loss**

We will no longer pay \$5,000 towards environmental upgrades to your home after a total loss. We will still pay up to \$50,000 to cover environmental and other upgrades if required for repairs or rebuilding to comply with planning laws. For further information refer to 'How We pay a claim for Your Buildings' on page 27 of the PDS.

### **Contents cover**

#### **Cover limited to items normally kept at Your Situation**

Cover is limited to items normally kept at Your Situation. For further information refer to 'Words with special meanings' on pages 15-16 of the PDS.

You still have cover for items temporarily away from your Situation on similar terms to those which previously applied. However, we have clarified the circumstances in which we cover certain accessories and spare parts. For further information refer to 'Cover for Your Contents away from the Situation' on page 25 of the PDS.

### **Surgery equipment**

Surgery equipment is no longer exempt from the \$10,000 cap on cover for goods you use to earn income.

### **Vehicle exclusion**

We have clarified that Contents does not include quadbikes, all-terrain vehicles, and multi-utility vehicles. For further information refer to 'What are not Your Contents' on page 25 of the PDS.

### **Temporary storage of contents**

If you have Contents cover and you are unable to live at the site after loss of damage has occurred, we will only pay for temporary storage of Contents if your Building is insured (whether with us or another insurer). For further information refer to 'Additional things We will pay for when You have insured Your Contents' on page 19 of the PDS.

### **Exclusions and limitations**

#### **Accidental death or permanent disability**

We no longer pay the \$15,000 benefit where You or another household family member dies or become permanently disabled as a result of an accident in Your Buildings.

#### **Defamation**

The policy will not cover liability for defamation. For further information refer to 'What You are not covered for – Liability' on page 31 of the PDS.

#### **Asbestos**

Under legal liability cover, We have expanded the exclusion relating to asbestos. For further information refer to 'What You are not covered for – Liability' on page 31 of the PDS.

#### **Infectious diseases**

We have introduced a new exclusion relating to infectious diseases and their control. For further information refer to 'General exclusions applying to all Sections of this Policy' on pages 35-36 of the PDS.

#### **Drug manufacturing**

We have excluded loss, damage, destruction or liability resulting from the manufacture, storage or use of narcotics and certain other drugs. For further information refer to 'General exclusions applying to all Sections of this Policy' on pages 35-36 of the PDS.

Please note that this notice is not part of your insurance contract with us and does not take your personal circumstances into account. For full terms and conditions, limits, and exclusions and to see if the insurance is right for you, please read the new PDS and your Policy Schedule.

You can view our Target Market Determination (TMD) by visiting [hollardinsurance.com.au](http://hollardinsurance.com.au)

If you have any questions regarding the changes, or if you would like a copy of the PDS, please speak with your Steadfast Broker.