

Changes to the Hollard Personal Insurance Home Building and Contents Listed Events Base Product Disclosure Statement (PDS)

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

The new PDS will apply to:

- new Home Listed Events Base Insurance policies effective on or after 1 October 2021; and
- existing Home Listed Events Base 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

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 35 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.

Accidental damage cover removed

We have removed the separate cover for accidental damage. This means that the policy only covers your Buildings and Contents if one or more listed events occur.

Accidental glass breakage and accidental damage to Valuable Items is still covered.

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 the general exclusions section on pages 33-34 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.

Taxation Audit

We no longer provide cover for the fees that you must pay to an accountant when your personal affairs are being audited by the Australian Taxation Office.

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 22 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 22 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 22 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 22 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.

Selling your home

We no longer provide Buildings cover to the purchaser during the settlement period.

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 24 of the PDS.

Contents, money and negotiable instruments that belong to guests, employees, exchange students and visitors

We no longer provide cover for Contents, money and negotiable instruments that belong to guests, employees, exchange students and visitors.

Surgery equipment

Surgery equipment is no longer exempt from the \$5,000 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 24 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 20 of the PDS.

Exclusions and limitations

Accidental death

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

Defamation

The policy will not cover liability for defamation.

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 30 of the PDS.

Infectious diseases

We have introduced a new exclusion relating to infectious diseases and their control.

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 the General exclusions section on page 33-34 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

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