

## Your 2022-2023 Certificate of Insurance Landlord Renewal



032

03080-0004717-00722

L & J Beach Custodian Pty Ltd  
33A Victoria Crescent  
SAFETY BEACH VIC 3936

By renewing your Insurance, you will continue to be a member of RACV, which gives you access to:

- A discount of at least 25% off the standard non-member accommodation rate at RACV Resorts,
- Savings at RACV shops,
- Discounts at our Show Your Card & Save partners
- A 5% (Bronze) discount on most RACV products, including Insurance, Emergency Roadside Assistance, and Emergency Home Assist, as part of our years of membership benefits program.

You will also continue to have peace of mind knowing that RACV is committed to making sure our members are covered in tough times when it matters most.

There is no need for you to do anything as your Insurance will renew with your first instalment deduction.

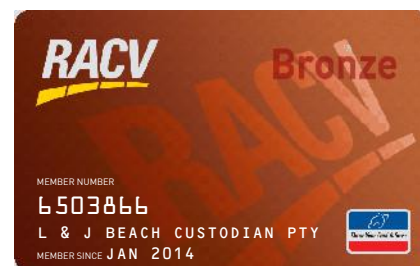
## Payment

On payment, this document becomes your Certificate of Insurance and tax invoice.

\* Your next instalment is due 15 January 2022. Unless otherwise advised by you we will continue to deduct these instalments from your account.

You pay an extra \$45.27 per annum to pay this way.

To pay annually please contact us on 13 RACV (13 72 28) before 13 January 2022.



### First Instalment

# \$242.36\*

Instalment Due 15/01/22

### Your Policy

#### Policy number

HOM 517 176 306

#### Rental property insured

21 Somerton Street,  
Deeragun QLD 4818

#### Your current policy expires

11:59pm on 15/01/2022

Continue to pay by direct debit and your new policy will commence automatically.

### Your Discounts

25% No Claim Bonus  
Discount \$850.40

Bronze 5% Years of  
Membership Benefit \$127.56

These discounts have already been deducted from your premium.

### Contact Us

care@racv.com.au  
or 13 RACV (13 72 28)

Policy number HOM 517 176 306

**Pay Monthly \$242.36\***

OR

**Pay Annually \$2,860.62**

**Due Date 15/01/22**

## Your Policy Details

The following pages list your Policy details. Please keep this certificate, along with your Landlord Insurance Product Disclosure Statement and Policy Booklet (PDS), and any applicable Supplementary PDS, in a safe place. On payment these documents will form your Landlord Insurance Contract. Please review this document including the sum insured to ensure the level of cover is appropriate for you.

<b>Policy number</b>	HOM 517 176 306		<b>The insured</b>	L & J Beach Custodian Pty Ltd																
<b>Your contract</b>	Valid from 11:59pm, 15 January 2022 to 11:59pm, 15 January 2023		<b>Rental property insured</b>	21 Somerton Street, Deeragun QLD 4818																
<b>Government Charges and Premium Comparison</b>	Your premium is based on the possibility of a claim against your policy, and may change if the general cost to protect our customers changes. For information on how your insurance premium is calculated, please contact us to discuss.		<b>Credit provider</b>	<b>1st Mortgagee</b> Perpetual Limited																
	To learn more about general premium calculations you may refer to the Insurance Council of Australia website: <a href="http://understandinsurance.com.au/premiums-explained">http://understandinsurance.com.au/premiums-explained</a>		<b>The rental property</b>	Is occupied by tenant(s)  Is used for residential purposes and not used for a business, trade or profession  Is watertight, structurally sound, secure and well maintained  Is mainly constructed from brick veneer  Has mainly a cement tiles roof  Has 1 storey																
	The following amounts are included in your premium. To help you understand how your premium & charges compare to last year, we have included the comparison below.		<b>Year built</b>	Approximately 2013																
			<b>The rental agreement</b>	Weekly rental amount \$280 Period is for Greater than 1 month  Please check that the amount below covers the replacement value of the rental property. Visit <a href="http://racv.com.au/calculators">racv.com.au/calculators</a> for assistance.																
				<b>Landlord Buildings</b> <b>\$534,495</b> <b>Landlord Contents</b> <b>\$0</b>																
	<table><tr><td></td><td><b>Last year's</b></td><td><b>This year's</b></td></tr><tr><td>Premium</td><td>\$2,246.81</td><td>\$2,423.60</td></tr><tr><td>GST</td><td>\$224.68</td><td>\$242.36</td></tr><tr><td>Stamp Duty</td><td>\$222.43</td><td>\$239.93</td></tr><tr><td><b>Total Premium</b></td><td><b>\$2,693.92</b></td><td><b>\$2,905.89</b></td></tr></table>			<b>Last year's</b>	<b>This year's</b>	Premium	\$2,246.81	\$2,423.60	GST	\$224.68	\$242.36	Stamp Duty	\$222.43	\$239.93	<b>Total Premium</b>	<b>\$2,693.92</b>	<b>\$2,905.89</b>	<b>Key policy features</b>	Replacement cover for your rental property  \$20 million liability cover for incidents that happen on the site  Rent default by your tenant  Cover for damage by tenants  You are covered for flood	
	<b>Last year's</b>	<b>This year's</b>																		
Premium	\$2,246.81	\$2,423.60																		
GST	\$224.68	\$242.36																		
Stamp Duty	\$222.43	\$239.93																		
<b>Total Premium</b>	<b>\$2,693.92</b>	<b>\$2,905.89</b>																		
	Refer to payment schedule																			
	Last year's premium represents the amount you were charged for your insurance policy at the beginning of the last policy term, plus or minus any changes you made throughout the policy term.																			



### RACV Financial Hardship Support

When times get tough, we're here to help.

If you're struggling to pay your bill, we may be able to assist you with a couple of different options.

To get started, all you need to do is give us a call on 13 7228



## Excesses

The following excesses apply to your policy. In some cases, an excess does not apply. Check the Premium Excess and Discounts Guide for details.

A \$1,000 basic excess for each claim

If you claim for Rent Default we will deduct from your claim 4 times the weekly rental amount and a rent default excess of \$300

If you claim for Damage by Tenants, we will deduct from your claim 4 times the weekly rental amount and the \$1,000 basic excess

If you claim for Theft or Attempted Theft by a Tenant or their guest, we will deduct from your claim 4 times the weekly rental amount and the \$1,000 basic excess

You can reduce your premium by choosing a higher basic excess. Contact us for an estimate.

## Insured History

Details of insurance and claim history for each insured are listed here.

**Insured** L & J Beach Custodian Pty Ltd

**In the last 5 years** Had no insurance refused, cancelled, treated as never having operated, or renewal not offered

Had no claim refused

**In the last 2 years** Had no landlord insurance claims

## Discounts

### Discounts you currently receive

These discounts have already been deducted from your premium. Please refer to the Premium Excess and Discounts guide for details on how they have been calculated. Please check that you are receiving all the discounts you are entitled to. If there are any discounts you believe you are entitled to that are not listed here, please call us on 13 RACV (13 72 28).

- Bronze 5% Years of Membership Benefit \$127.56
- 25% No Claim Bonus Discount \$850.40

### Additional discounts

For details on how to qualify for the following discounts contact us, or refer to the Premium Excess and Discounts guide.

- Multi-Policy Discount

## Additional Information

### Making a claim

If you need to make a claim, please call our dedicated Claims Team on 13 19 03. It's available 24 hours a day, 7 days a week, and it may help to have this document with you when you call.

### Privacy of your information

Any personal information you provide to us will be collected, held, used and disclosed in accordance with our Privacy Policy. Please refer to [racv.com.au](http://racv.com.au) to review the Privacy Policy. You can also ask us to send you a copy by calling 13 RACV (13 72 28).

### Employees and representatives of RACV

An employee or representative of RACV who arranges this insurance is authorised to do this by us, and in doing so acts on our behalf, not yours.

## Additional Information (Continued)

### Distributor and Product Issuer information

Distributed by: RACV Insurance Services Pty Ltd, ABN 74 004 131 800, AFS Licence No. 230039

Product Issuer:

Insurance Manufacturers of Australia Pty Limited (IMA)

ABN 93 004 208 084 AFS Licence No. 227678

GPO Box 244

Sydney NSW 2001

### Payment Schedule

Your monthly instalments will continue to be automatically deducted from your nominated account unless otherwise specified.

Make sure you have enough funds in your account every month to meet your payment.

If we are unable to deduct your payment, we will send you a notice outlining the overdue amount and when it needs to be paid. If your premium remains unpaid after the time period specified in the notice, we may cancel your policy. If your instalment due date is not a business day we will deduct the relevant instalment on the next business day.

If we offer to renew your policy at the end of the current period of insurance, we will continue to automatically debit your nominated account. Please note that you can opt-out of the automatic renewal at any time.

If you would like to change to an annual payment, contact us.

The table below outlines your monthly instalments.

Due Date	Amount before GST	GST	Monthly Instalments
15/01/2022	\$222.15	\$20.21	\$242.36
15/02/2022	\$222.14	\$20.21	\$242.35
15/03/2022	\$222.14	\$20.21	\$242.35
15/04/2022	\$222.14	\$20.21	\$242.35
15/05/2022	\$221.87	\$20.19	\$242.06
15/06/2022	\$221.87	\$20.19	\$242.06
15/07/2022	\$221.87	\$20.19	\$242.06
15/08/2022	\$221.87	\$20.19	\$242.06
15/09/2022	\$221.87	\$20.19	\$242.06
15/10/2022	\$221.87	\$20.19	\$242.06
15/11/2022	\$221.87	\$20.19	\$242.06
15/12/2022	\$221.87	\$20.19	\$242.06
Totals	\$2,663.53	\$242.36	\$2,905.89

You have chosen to pay your policy by direct debit. This agreement outlines the terms and conditions applicable to your direct debit request payment arrangement for your RACV Insurance product. You agree to these terms and conditions unless you notify us otherwise before the first debit day.

## Definitions

**account** means the account or credit card held at your financial institution from which we are authorised to arrange funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between us and you, including the direct debit request.

**business day** and **banking day** means a day other than a Saturday or a Sunday or a listed public holiday.

**debit day** means the day that payment is due, according to your direct debit request.

**debit payment** means a particular transaction where a debit is made, according to your direct debit request.

**direct debit request** means the direct debit request payment arrangement between us and you.

**us** and **we** and **our** means RACV Insurance Services Pty Ltd ABN 74 004 131 800 AFS Licence No. 230039, the company you have authorised to debit your account.

**you** means the customer(s) who provided consent to the direct debit request agreement.

**your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

- 1.1 By providing consent to a direct debit request, you have authorised us to arrange for funds to be debited from your account according to the agreement we have with you.
- 1.2 We will only arrange for funds to be debited from your account:
  - as authorised in the direct debit request; and/or
  - according to any notice sent to you by us, specifying the amount payable for a product and the date the payment is due.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following or previous banking day. If you are unsure about which day your account has or will be debited, please check with your financial institution.

## 2. Changes by us

- 2.1 We will give you at least 14 days written notice should we seek to vary the details in this agreement or a direct debit request.

## 3. Changes by you

- 3.1 Subject to 3.2, 3.3, 4.2, 4.3, 4.5 and 5.1, you may change the arrangements under a direct debit request by contacting us on 13 RACV (13 7228) or visit one of our shops.
- 3.2 If you wish to stop or defer a debit payment you must contact us at least two business days before the next debit day.
- 3.3 You may also cancel your direct debit request at any time by contacting us at least two business days before the next debit day.

## 4. Your obligations

- 4.1 It is your responsibility to ensure that:
  - there are sufficient clear funds available in your account to allow a debit payment to be made; and
  - the account details you have provided to us are correct, current and valid - see 6.1.
- 4.2 If the debit payment is declined because there are insufficient clear funds available in your account to meet a debit payment:
  - you or your account may be charged a fee and/or interest by your financial institution;
  - you or your account may be charged a fee to reimburse us for charges we have incurred for the failed transaction;
  - we will notify you that we will make another attempt to debit your account fourteen days after the debit day. You must have sufficient clear funds in your account at this time, or another time we agree with you, so that we can process the debit payment or contact us to make payment by another method.

This does not apply if the debit payment is declined because the credit limit for your account has been exceeded, in which case 4.3 applies.
- 4.3 If the debit payment is declined for any reason other than because there are insufficient clear funds available in your account, for example because the account details you have provided to us are not valid or the credit limit for your account has been exceeded:

- we will notify you to contact us to arrange for the payment to be made using a valid account; and
  - you must contact us to provide valid account details within fourteen days of the failed debit day or another time we agree with you so that we can process the payment.
- 4.4 If your first debit payment in the first year of your policy is declined for any reason:
- we will not attempt to debit your account again;
  - we will notify you to contact us to make the payment; and
  - you must contact us to provide valid account details by the date nominated by us in the notice we send you so that we can process the payment.
- 4.5 Please check your account statement to verify that the amounts debited from your account are correct.
- 4.6 If we are liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay us on demand an amount equal to the GST included in the consideration payable for the supply.
5. **Dispute**
- 5.1 If you believe that there has been an error in debiting your account you should contact us as soon as possible so that we can resolve your query quickly. We may request written confirmation of the transaction.
- 5.2 If our investigations show that your account has been incorrectly debited we will arrange for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you of the amount by which your account has been adjusted.
- 5.3 If our investigations show that your account has not been incorrectly debited we will respond to your query by providing you with reasons and copies of any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. **Accounts**

### 6.1 You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- your account details which you have provided to us are correct, current and valid by checking them against a recent account statement or with your financial institution;
- if there is any other reason your financial institution may decline a debit payment.

### 6.2 Warning: if the account number you have quoted is incorrect, you may be charged a fee to reimburse costs in correcting any deductions from:

- an account you do not have the authority to operate; or
- an account you do not own.

## 7. **Confidentiality**

### 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

### 7.2 We will only disclose information that we have about you:

- to the extent specifically permitted by law; or
- for the purposes of this agreement (including disclosing information in connection with any query, dispute or claim).

## 8. **Notice**

### 8.1 If you wish to notify us in writing about anything relating to this agreement, you should contact us on 13 RACV (13 7228) for the correct mailing address.

### 8.2 We will notify you in accordance with your Product Disclosure Statement and Policy Booklet.

### 8.3 Any notice we send:

- to you by ordinary post, is considered to have been received four business days from when it is posted;
- to your email address, is considered to have been received 24 hours from when we send it.



# Landlord Insurance Supplementary Product Disclosure Statement

**CONTACT US**  
Enquiries **13 RACV**  
Payments **13 25 82**  
Claims **13 19 03**  
Visit **racv.com.au**

The Supplementary Product Disclosure Statement is an update to the Product Disclosure Statement and Policy Booklet (PDS).

Please read it carefully and keep it in a safe place with your PDS.

If you would like another copy of your PDS, please go to [racv.com.au](http://racv.com.au), call 13 RACV (13 7228) or visit an RACV Shop.

## SPDS Edition 1

This Supplementary Product Disclosure Statement (SPDS) is dated 14 July 2021 and will apply to all **RACV Landlord Insurance Product Disclosure Statement and Policy Booklets** version G018386 04/21 (PDS) taken out with a new business effective date on or after 15 July 2021, or with a renewal effective date on or after 16 August 2021.

The information in this SPDS updates the terms contained in the PDS and should be read together with the PDS and any other applicable SPDS.

If you would like another copy of your PDS, please go to [racv.com.au](http://racv.com.au).

### Changes to your PDS

Your PDS is amended by the following:

#### **Change 1 - Replacement of the 'General Insurance Code of Practice' section**

**Your PDS is amended by deleting all of the terms contained in the 'General Insurance Code of Practice' section on page 77, and replacing those deleted terms with the following new terms:**

#### **General Insurance Code of Practice**

We proudly support the General Insurance Code of Practice (Code). The purpose of the Code is to raise the standards of practice and service in the general insurance industry. The objectives of the Code are:

- to commit us to high standards of service
- to promote better, more-informed relations between us and you
- to maintain and promote trust and confidence in the general insurance industry

- to provide fair and effective mechanisms for resolving complaints you make about us, and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers' compliance with the Code.

Our commitment to you:

We have adopted and support the Code and are committed to complying with it. If you would like more information about the Code or the Code Governance Committee you can visit [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

This SPDS is issued by  
Insurance Manufacturers of Australia Pty Limited  
ABN 93 004 208 084 AFS Licence No. 227678

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Insurance Manufacturers of Australia Pty Limited  
ABN 93 004 208 084 AFS Licence No. 227678  
1 Nexus Court Mulgrave VIC 3170

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