



1 July 2021

Company Secretary
Short St P/I Atf 45 Princes Hwy
2/4 Wilgra Ave
ASHBURTON VIC 3147

Your insurance policy has been renewed

To the Company Secretary,

Thank you for choosing St.George Landlord Insurance. As you've selected to pay your monthly premium payment of \$196.78 by direct debit, we're simply confirming that your policy has been renewed and is effective from 2 September 2019.

Please check the details

We've included a copy of your Policy Schedule, which shows all the details of your cover. Please carefully check it to ensure that all the details are correct, as this Policy Schedule replaces any previous version we may have sent to you.

If you need to make any changes, simply contact St.George to update your details.

Don't forget to keep your Policy Schedule in a safe place as it forms the basis of your policy.

Any questions?

Please call St.George on **13 33 30**. We'll be happy to help you.

Kind regards,

The Home Insurance Team



Your insurance

Policy number

W1-0175342-LLP

Risk address

**45 Princes Hwy
Milton NSW 2538**

Monthly premium

\$196.78

Your 12 month policy starts on

2 September 2019

St.George Landlord Insurance provides:

- ✓ Comprehensive cover for storm, flood, fire, theft and more
- ✓ A sum insured safety net on every policy
- ✓ Pay by the month, with no extra fee*

*Premiums payable by instalments may be subject to minor adjustments due to rounding and financial institution transaction fees may apply

You can make a claim by calling 1300 655 489

Landlord Insurance is issued by Allianz Australia General Insurance Limited ABN 99 003 719 319, which is an Authorised Representative of Allianz Australia Insurance Limited AFSL No. 234708 ABN 15 000 122 850 (Allianz Insurance). St.George - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 arranges the insurance under a distribution arrangement with Allianz Insurance but does not guarantee the insurance. This information does not take into account your personal circumstances. Read the Product Disclosure Statement, to see if this insurance is right for you. Call 13 33 30 or visit www.stgeorge.com.au.

Your insurance policy schedule

Policy number

W1-0175342-LLP

Cover

| | |
|---|---|
| Insured | Short St P/I Atf 45 Princes Hw |
| Insured | Y Trust |
| Refer to your schedule for the period of insurance. | |
| Insurer | St.George Landlord Insurance is issued by Allianz Australia General Insurance Limited ABN 99 003 719 319 |

Premium

| | |
|--|-------------------|
| Base premium | \$1,683.36 |
| Government charges | |
| Emergency/Fire Services Levy | \$286.20 |
| GST | \$196.92 |
| Stamp duty | \$194.88 |
| Annual premium | \$2,361.36 |
| Monthly premium | \$196.78 |
| (Subject to rounding; includes GST of \$16.41) | |



Your insurance premium breakdown

| Type of cover | Base premium | Emergency / Fire Services Levy | GST | Stamp duty | Total |
|--|-------------------|--------------------------------|-----------------|-----------------|-------------------|
| 1. Address: 45 Princes Hwy, Milton NSW 2538 | | | | | |
| Buildings | \$1,404.12 | \$238.68 | \$164.28 | \$162.60 | \$1,969.68 |
| Landlord extras | \$279.24 | \$47.52 | \$32.64 | \$32.28 | \$391.68 |
| Overall Total | | | | | |
| Total annual premium | \$1,683.36 | \$286.20 | \$196.92 | \$194.88 | \$2,361.36 |
| Total monthly premium | | | | | \$196.78 |

This document will be a Tax Invoice for GST when you make a payment.

Your landlord insurance policy schedule

Risk address

45 Princes Hwy
Milton NSW 2538

Type of policy

Landlord Insurance
Quality Care

Policy number

W1-0175342-LLP

Policy

Period of insurance

| | |
|----------------|-------------------|
| Effective date | 2 Sep 2019 |
| Expiry date | 4pm on 2 Sep 2020 |

Interested party

St George Bank Ltd

Cover

| | Sum insured | Excess |
|--|--------------|-----------|
| Buildings | \$410,015 | \$1,000 * |
| * Comprises minimum excess \$100 and voluntary excess \$900. | | |
| Contents | nil | nil |
| Legal liability | \$20,000,000 | nil |

Property

| | |
|-------------------------------------|---|
| Built | 1971 |
| External walls | Double Brick |
| Roof material | Metal/Iron/Colourbond |
| Building type | House on Slab/Foundations |
| Site greater than 20,000sqms | No |
| Security devices | Key operated deadlocks on all external doors, key operated locks on all accessible windows. |

List of insured events

See the *Product Disclosure Statement* for full details and limits.

| | Covered? |
|------------------------------|--|
| Earthquake | ✓ |
| Escape of liquid | ✓ |
| Explosion | ✓ |
| Fire | ✓ |
| Flood | ✓ |
| Impact | ✓ |
| Lightning | ✓ |
| Malicious acts | ✓ |
| Riot or civil commotion | ✓ |
| Storm | ✓ |
| Theft | ✓ From a fully enclosed and lockable building at the site and up to \$2,000 in the open air at the site |
| Accidental breakage of glass | ✓ |
| Electrical motor burnout | ✓ |

Option

| | |
|--|---|
| Landlord extras | ✓ |
| Benefits included in your policy | |
| Comprehensive cover for storm, flood, fire, theft and more | ✓ |
| Sum insured safety net | ✓ |
| Pay by the month, with no extra fee | ✓ |
| Legal liability | ✓ |

Landlord Insurance

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) is effective from 1 July 2019.

This SPDS supplements the information contained in the Landlord Insurance Product Disclosure Statement (PDS), which was prepared on 11 August 2015.

For Landlord Insurance first issued or renewed on or after 1 July 2019 you should read this SPDS together with the PDS prepared on 11 August 2015 and the SPDS prepared on 31 May 2018 before making a decision about purchasing Landlord Insurance.

The PDS prepared on 11 August 2015, the SPDS prepared on 31 May 2018, this SPDS and your policy schedule become your contract with us, but only those parts of these documents which are relevant to your choice of cover will apply.

Changes to the PDS

8. Making a complaint

The fax number under heading '**2. If you are not satisfied**' (page 45 of the PDS) is deleted.

The information under and including the heading '**3. Financial Ombudsman Service**' (page 46 of the PDS) is deleted and is replaced with the following:

3. Australian Financial Complaints Authority

You may be able to refer your complaint to the Australian Financial Complaints Authority, including if we haven't been able to resolve your complaint to your satisfaction, or 45 days have passed since you first told us about your complaint and you haven't heard back from us. The Australian Financial Complaints Authority provides a free, independent dispute resolution service to consumers for most general insurance disputes. You may lodge a complaint in the following ways:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

stgeorge.com.au

Landlord Insurance is issued by Westpac General Insurance Limited (WGIL) ABN 99 003 719 319 (except for workers compensation cover where applicable). Westpac Banking Corporation ABN 33 007 457 141 distributes the insurance, but does not guarantee the insurance.

This SPDS has been issued by WGIL.

This SPDS was prepared on 07 May 2019.

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Landlord Insurance

Supplementary Product Disclosure Statement

This Supplementary Product Disclosure Statement (SPDS) supplements the information in the Landlord Insurance Product Disclosure Statement, which was prepared on 11 August 2015 (PDS).

For Landlord Insurance policies issued on or after 30 June 2018, or renewed on or after 30 July 2018, the PDS should be read together with this SPDS.

The PDS, this SPDS and your policy schedule become your contract with us (only those parts of the PDS and this SPDS relevant to your choices will apply).

Changes to the PDS

2.6 Your premium

A new paragraph is inserted at the end of the subsection headed **How is your premium calculated?** on page 7:

Based on your sums insured, a minimum premium may be applied.

A new subsection is added after the subsection headed **How is your premium calculated?** on page 7:

Increases to your premium on renewal

Each time we offer to renew your policy, we will automatically adjust your sum insured, to make an allowance for increased costs of construction materials and goods (for Building cover) and replacement costs (for Contents cover). For more details, refer to *Sum insured automatic indexation* on pages 29 and 32. This will also result in an increase to your premium. If you want to adjust your sum insured at any time, please let us know.

The subsection headed **No claim discounts** on page 8 is deleted and replaced with the following:

No claim discount

You may be eligible to receive a no claim discount on your premium.

When you initially take out a policy, your 'no claim discount' will be based on your previous claims history. The 'no claim discount' then increases by 5% for each claim free year, up to a maximum discount of 15%.

If we agree to pay a claim, any 'no claim discount' you have will be reduced by 5% for each claim made at your next renewal date.

New subsections are added after the subsection headed **Managing monthly payments** on page 8:

Changes to your premium

When you ask us to make a change to your policy, and we agree, we may need to refund a portion of your premium or you may need to pay us additional premium to reflect the change in cover.

If you pay your premium by monthly instalments, your future monthly instalments will be automatically updated to reflect any change in premium.

If you pay your premium annually, we will send you a notice for payment if any additional premium is owing, or provide you with a refund, to reflect any change in premium.

What happens if you don't pay your premium?

If you don't pay your premium, we may be able to cancel your policy. For more details, refer to *When can we cancel your policy?* on page 11.

Payment of amounts of \$1 or less

If any premium that you owe us or we owe you at any time is \$1 or less, we may choose not to refund the difference or not to request payment of the additional amount. We will donate any surplus received by us to a registered charity of our choosing on an annual basis.

3 General exclusions

The subsection headed **Maintenance and building** on page 12 is deleted and replaced with the following, so that your policy does not cover any loss or damage that is caused by or arises from:

Maintenance and building

- defects in design, structure, materials, workmanship or construction,
- failure to keep the property insured watertight, well maintained, structurally sound and secure.
For example:
 - a storm can highlight defects rather than cause them, and
 - damage due to lack of maintenance or which happens gradually is not covered,
- failure to undertake building work that a relevant authority required you to undertake before the loss or damage occurred,
- obtaining permits or permissions to replace structures that were erected by you illegally or without planning permission, or
- tenants' or their guests' neglect of the property or poor housekeeping.

The subsection headed **Wear and tear, and environmental conditions** on page 12 is deleted and replaced with the following, so that your policy does not cover any loss or damage that is caused by or arises from:

Wear and tear, and environmental conditions

- wear and tear, gradual deterioration, or fading,
- rust, corrosion, oxidisation, mould, mildew or atmospheric conditions,
- earth or soil movement (other than earthquake) including landslide, subsidence, erosion or heave,
- settling, expansion, shrinkage or vibration,
- actions or movements of the sea or high water (other than storm surge and tsunami),
- hydrostatic pressure, or
- tree roots.


The following subsection is added after the subsection headed **Common property** on page 13:

Consequential loss

In addition to the above types of loss and damage, your policy does not cover consequential loss of any kind.

4.3 Insured events (Building and Contents)

The table under the subheading **Escape of liquid** on page 17 is deleted and replaced with the following:

|  Escape of liquid | Essential Care | Quality Care |
|--|---|--------------------------------------|
| <p>Covered</p> <p>Loss or damage caused by the sudden and accidental escape of liquid from any fixed pipe, fixed tank, waterbed, fish tank, or fixed item used to hold liquid.</p> <p>We will also pay reasonable exploratory costs in locating the source of the damage, provided we have agreed to pay for the loss or damage caused by the escape of liquid.</p> | <p style="text-align: center;">✓</p> <p>Excludes loss or damage resulting from liquid escaping from a shower recess</p> | <p style="text-align: center;">✓</p> |
| <p>Not covered</p> <ul style="list-style-type: none"> • Loss, damage or repairs to the item from which the liquid escaped, and if the liquid escaped from a shower recess, the cost of re-tiling the walls or floor of the shower recess, • repair or replacement of undamaged parts of your building and/or contents to match property that has been repaired or replaced, or • loss or damage caused by gradual escape of liquid which is evident and which you fail to rectify. | | |

The final paragraph under the subsection headed **Storm - Not covered** on page 20 is deleted and replaced with the following:

| |
|---|
| <p>Loss or damage caused by or resulting from:</p> <ul style="list-style-type: none"> • gradual deterioration from hail, wind, snow or rain, • hail, wind, snow or rain entering the building: <ul style="list-style-type: none"> - while construction work, alterations or additions are being carried out, - as a result of doors, windows or other man-made openings not being closed, or - through an opening not created by the storm or other insured event, • water seeping or running through or down the sides of earth or earth fill that is up against your building, or • actions or movements of the sea or high water (other than storm surge and tsunami). |
|---|

4.4 Landlord additional benefits

The table under the subheadings **Building additional benefits, Loss of rent** on page 28 is deleted and replaced with the following:

| Loss of rent | Essential Care | Quality Care |
|--|-----------------|---|
| <p>If the property is leased at the time of an insured event as set out in 4.3 <i>Insured events (Building and Contents)</i> (pages 16 to 23 of the PDS) and loss or damage makes the property unliveable and rent payments cease, then we will cover the lost rent.</p> <p>This expense will only be paid during the repair or replacement period and only while the property remains unliveable.</p> | <p>X</p> | <p>✓</p> <p>Up to 10% of the building sum insured or the amount of lost rent for up to 12 months from the date of the event, whichever is less</p> |

The table under the subheadings **Contents additional benefits, Loss of rent** on page 31 is deleted and replaced with the following:

| Loss of rent | Essential Care | Quality Care |
|---|-----------------|---|
| <p>If the property is leased at the time of an insured event as set out in 4.3 <i>Insured events (Building and Contents)</i> (pages 16 to 23 of the PDS) and loss or damage makes the property unliveable and rent payments cease, then we will cover the lost rent.</p> <p>This expense will only be paid during the repair or replacement period and only while the property remains unliveable.</p> <p>If you also have Building cover, payment for loss of rent will be made under your Building cover only, and this additional Contents benefit will not apply.</p> | <p>X</p> | <p>✓</p> <p>Up to 10% of the contents sum insured or the amount of lost rent for up to 12 months from the date of the event, whichever is less</p> |

5 Optional Landlord Extras cover

The subsection headed **Your Landlord Extras cover excess** on page 36 is deleted and replaced with the following:

Your Landlord Extras cover excess

For each claim we agree to pay for Landlord Extras cover, your excess will be:

- Malicious Acts by Tenants \$300
- Theft by Tenants \$300
- Rent Default \$300

If you make a claim for more than one of the above benefits, you will need to pay a \$300 excess for each cover being claimed against.

7.1 What we will do when you make a claim

The subsection headed **Recover** on page 41 is deleted and replaced with the following:

Recovery

When someone other than you causes loss, damage, injury or legal liability that is insured, or partly insured, by your policy, you must obtain our consent before seeking to recover any such loss. We have the legal rights you have (subject to the *Insurance Contracts Act 1984*) to recover the amount of your insured loss in these circumstances and, in doing so, may make a claim or conduct, defend or settle any legal action, in your name. You are required to assist us in doing this. We may also take possession of the damaged property and decide what to do with it.

7.2 Evidence of ownership, value and loss

The following text has been added as the second bullet point on page 42, so that the types of documents and information that we may request include, but are not limited to:

- Rent ledger and receipts, copies of the notices issued to tenant for termination of the rental agreement, court order documents.

7.3 How we settle your claim

The bullet point about *Partial loss*, under the subsection headed **How your claim will affect your sum insured**, on page 44, is deleted and replaced with the following:

- **Partial loss:** If your claim is deemed to be a partial loss (that's anything less than the total sum insured), once your claim has been paid, we'll continue to cover you up to the full sum insured until your policy expires.

If you have a mortgage on the insured property and we're aware of it, at our discretion we may notify the mortgagee in the event of a partial loss claim and follow their instructions for settling the claim in relation to the mortgage.

This page has been left blank intentionally.



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This SPDS has been issued by Westpac General Insurance Limited ABN 99 003 719 319.

Prepared: 31 May 2018

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ST22414SPDS 0518



Landlord Insurance: **Quality Care**
Risk Address: **45 Princes Hwy, Milton NSW 2538**
Policy Number: **W1-0175342-LLP**

INFORMATION FROM THE NSW EMERGENCY SERVICES LEVY INSURANCE MONITOR

Information

The Emergency Services Levy ("ESL") is an amount included by an insurance company in a premium payable for the issue of a regulated contract of insurance for the purpose of recouping emergency service contributions required to be paid by the insurance company and which are used to fund emergency services in NSW in the financial year in which the contract of insurance commences.

Your renewal premium comparison

The premium comparative information has been included to assist you in understanding the impact of the ESL on your insurance premium.

The Insurance Monitor

The office of the Insurance Monitor was established, in June 2016, as an independent body. Among the functions of that office is to provide information and advice about emergency services levy reform and to monitor the prices for the issue of regulated contracts of insurance. Professor Allan Fels AO and Professor David Cousins AM were appointed by the NSW Government as the Emergency Services Levy Insurance Monitor and Deputy Monitor, respectively on 8 June 2016.

If you would like further information

Contact Allianz Australia General Insurance Limited in the first instance if you have questions about your policy.

Information about the Insurance Monitor can be found at: www.eslinsurancemonitor.nsw.gov.au