



017

15518-0025100-03628

Fryer Bay Investments Superannuation
26 Prince Street
PATERSON NSW 2421

Dear Policyholder,

Thank you for choosing NRMA Insurance. You will find a summary of your policy opposite, and full details on the following pages.

Next steps:

1. Review the information on the following pages and if you need to make changes call 132 132 or +61 2 8661 7307 or visit an NRMA Office at Shop 5 17 Mitchell Drive EAST MAITLAND NSW 2323. Please check our website for the latest operating hours.
2. Please be prepared for your first instalment payment to be deducted on 11 February 2020.
3. On payment, this document becomes your Certificate of Insurance. Please keep this document in a safe place.

Maximise your Loyalty Discount

Your Loyalty Discount rewards you for your entire relationship with us. So the longer you stay and the more policies you have, the greater your Loyalty Discount. Now is a great time to take out other eligible policies as you could receive an even bigger discount.

YOUR POLICY SUMMARY

Policy number:	HOM 598 276 355
First instalment:	\$261.40
Instalment due:	11 February 2020
Current policy expires:	11:59pm on 11 February 2020. Continue to pay by direct debit and your new policy will commence automatically.

Rental property insured:	18 Elcho Street, Hamilton NSW 2303
The insured:	Fryer Bay Investments Superannuation
Sum insured:	Buildings: \$694,575 Contents: \$0
Weekly rental amount:	\$495
Basic excess:	\$500 See over for all excesses that apply.

YOUR PREMIUM (Includes 25% No Claim Bonus, your chosen Options, 5% Loyalty Discount and government charges - see over for full details)

Pay monthly:	\$261.40
You currently pay this way. Your next instalment is due 11 February 2020. Unless you tell us otherwise, we will continue to deduct these instalments from your account. You pay an extra \$45.99 p.a. to pay this way.	
OR	
Pay annually:	\$3,088.03
To pay this way, please contact us before 11 February 2020 to change your payment option.	

YOUR LOYALTY DISCOUNT

Loyalty Discount 5%	-\$119.63
Loyalty Years	3
Number of policies	1

See page 2 for a list of the policies used to determine your Loyalty Discount

Enquiries 132 132 **Claims 131 123**
Payments 131 144 **Visit nrma.com.au**

YOUR POLICY LIST

This is a list of policies used to determine this policy's Loyalty Discount. It is based on the policyholder who has the most eligible policies and longest relationship with us. Please contact us if you have any policies that are not listed here.

Policy type	Description	Reference number
Landlord	HAMILTON 2303 NSW	HOM598276355

Note:

A combined Home Buildings and Contents policy counts as 2 policies

A combined Landlord Buildings and Contents policy counts as 2 policies

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. To help you understand how your renewal premium compares to last year, we have included a comparison below.

Policy number	HOM 598 276 355
Your contract	Valid from 11:59pm, 11 February 2020 to 11:59pm, 11 February 2021

Government charges & Premium comparison

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.

To learn more about general premium calculations you may refer to the Insurance Council of Australia website:
<http://understandinsurance.com.au/premiums-explained>

The following amounts are included in your premium. To help you understand how your charges compare to last year, we have included the following comparison.

	Last year's	This year's
Premium before government charges	\$2,162.73	\$2,272.92
ESL	\$259.53	\$340.94
GST	\$242.22	\$261.39
Stamp duty	\$239.80	\$258.77
Total premium	\$2,904.28	\$3,134.02

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.

The insured	Fryer Bay Investments Superannuation
Rental property insured	18 Elcho Street, Hamilton NSW 2303
Year built	Approximately 1917
Construction type	Mainly double brick
Roof type	Mainly tin/colourbond Please advise us if this is incorrect.

Credit provider	St George Bank
1st Mortgagee	

- The rental property**
- 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
 - has 1 storey
- The rental agreement**
- weekly rental amount \$495
 - is agent managed
 - period is for 4 to 6 months

Sum insured
 Each year we increase your sum insured to take into account rising building costs. Please check that the amount below covers the replacement value of the rental property. Visit nrma.com.au/calculators for assistance.

Landlord Buildings	\$694,575
Landlord Contents	\$0

- Key policy features**
- replacement cover for your rental property
 - \$20 million liability cover for incidents that happen on the site

Continued overleaf

- rent default by your tenant
- you are covered for flood, rainwater run-off and storm surge

Your premium includes \$58.28 for flood, rainwater run-off and storm surge cover which is automatically included in your policy.

EXCESSES

The following excesses apply to your policy:

- a \$500 basic excess for each claim
- when you claim for Rent Default we will deduct from your claim 4 times the weekly rental amount and a rent default excess of \$300
- when you claim for Vandalism or a Malicious or Intentional act by a Tenant or their guest, we will deduct from your claim 4 times the weekly rental amount and the \$500 basic excess

- when 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 \$500 basic excess

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

YOUR PREMIUM

Please refer to the Premium Excess and Discounts guide for further information about how we determine your premium and excesses that may be payable at claim time. The following provides a breakdown of how your premium is calculated.

Premium including your chosen options and 25% No Claim Bonus	\$2,392.55
Less 5% Loyalty Discount	\$119.63
Plus Government charges	\$861.10
Total premium	\$3,134.02

BENEFITS

You've been awarded Claim Free Privilege Plus giving you a **25% No Claim Bonus plus Free No Claim Bonus Protection**. This means you will retain your Claim Free Privilege Plus status and 25% No Claim Bonus where you make one claim in a policy year.

INSURANCE HISTORY

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

Fryer Bay Investments Superannuation

In the last 5 years

- had no insurance refused, cancelled, treated as never having operated, or renewal not offered
- had no claim refused

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 may not pay any claim you make under this policy. If your instalment due date is not a business day we will deduct the relevant instalment on the next business day.

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

The table opposite outlines your monthly instalments.

Due date	Amount before GST	GST	Monthly instalment
11/2/2020	\$239.57	\$21.83	\$261.40
11/3/2020	\$239.58	\$21.80	\$261.38
11/4/2020	\$239.58	\$21.80	\$261.38
11/5/2020	\$239.58	\$21.80	\$261.38
11/6/2020	\$239.29	\$21.77	\$261.06
11/7/2020	\$239.29	\$21.77	\$261.06
11/8/2020	\$239.29	\$21.77	\$261.06
11/9/2020	\$239.29	\$21.77	\$261.06
11/10/2020	\$239.29	\$21.77	\$261.06
11/11/2020	\$239.29	\$21.77	\$261.06
11/12/2020	\$239.29	\$21.77	\$261.06
11/1/2021	\$239.29	\$21.77	\$261.06
Totals	\$2,872.63	\$261.39	\$3,134.02

ADDITIONAL INFORMATION

Insurance Australia Limited ABN 11 000 016 722 AFS
Licence No. 227681 trading as NRMA Insurance in New
South Wales, the Australian Capital Territory, Queensland
and Tasmania, SGIO in Western Australia and SGIC in
South Australia.

Making a claim

If you need to make a claim, please call our dedicated
Claims Team on 131 123. It's available 24 hours a day, 7
days a week, and it may help to have this document with
you when you call.

Transaction confirmation

If you would like confirmation of any transaction made on
your policy, please contact us.

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 nrma.com.au to review the
Privacy Policy. You can also ask us to send you a copy by
calling 132 132.

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.

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 us on 132 132 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

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 NRMA 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 Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as NRMA Insurance, 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 may vary any details in this agreement or a direct debit request at any time by giving you at least fourteen days written notice.

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 132 132 or by visiting nrma.com.au/selfservice.

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 try again 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, otherwise we may refuse a claim and cancel your policy.

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, otherwise we may refuse a claim or cancel your policy.

- 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, otherwise we may refuse a claim and cancel your policy.

- 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 132 132 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

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 nrma.com.au, call 132 132 or visit an NRMA Office.

This Supplementary Product Disclosure Statement (SPDS) is an update to the most recent Landlord Insurance Product Disclosure Statement and Policy Booklet (PDS).

This SPDS was prepared on 1 November 2018 and applies to policies with a commencement date on or after 17 February 2019 or with a renewal effective date on or after 1 April 2019.

This SPDS should be read with your PDS. These documents together with your current Certificate of Insurance make up the terms and conditions of your insurance contract with us.

Please read it carefully and keep it in a safe place with your PDS. If you would like another copy of your PDS or you would like to view previous versions, please go to nrma.com.au/policy-booklets.

Changes to your PDS

External complaints are now administered by the Australian Financial Complaints Authority (AFCA).

HOW TO RESOLVE A COMPLAINT OR DISPUTE (Page 67 of the PDS)

AFCA is independent and administers the external segment of the general insurance industry's alternative dispute resolution scheme, approved by the Australian Securities and Investments Commission.

STEP 3 - Seek an external review of the decision

Under Step 3, the reference to Financial Ombudsman Service Australia (FOS) and its contact phone number, is deleted and replaced with:

Australian Financial Complaints Authority (AFCA). The AFCA is contactable on 1800 931 678 (free call).

YOUR PREMIUM (Page 12 of the PDS)

We have amended the 'Your premium' section of the PDS, and the words under the heading 'What happens if you don't pay on time' are deleted and replaced with the following:

When you take out insurance, you need to pay your annual premium or first monthly instalment by the due date. If you don't pay on time, then we will cancel your policy.

A monthly instalment is unpaid if it can't be deducted from your nominated account or credit card.

If an ongoing monthly instalment is unpaid for:

- 14 days after its due date, then we will refuse any claims for incidents that take place after that time
- one month after its due date, then we will cancel your policy.

Insurance Australia Limited
ABN 11 000 016 722 AFS Licence No. 227681
trading as NRMA Insurance
GPO Box 244 Sydney NSW 2001