



23949-0027619-04046

013

Mrs JJ Suttie and Mr DJ Suttie  
3 Cowpastures Road  
BOWRAL NSW 2576

Dear Mrs JJ Suttie and Mr DJ Suttie,

Thank you for choosing NRMA Insurance. You will find a summary of your policy opposite, including how to renew and when the payment is due.

## 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 7 380 Bong Bong Street BOWRAL NSW 2576. Please check our website for the latest operating hours.
2. Please pay by 18 November 2021. If paying in person, take your payment slip on page 3 with you.
3. On full payment, this document becomes your Certificate of Insurance. Please keep this document in a safe place.

**Go Paperless. Switch to email  
for your insurance documents.  
Visit [nrma.com.au/paperless](http://nrma.com.au/paperless) to  
switch.**

## YOUR POLICY SUMMARY

<b>Policy number:</b>	HOM 670 166 163
<b>Annual premium:</b>	\$1,602.66
<b>Due date:</b>	18 November 2021
<b>Current policy expires:</b>	11:59pm on 18 November 2021
<b>Rental property insured:</b>	23 Edmondson Street, Turvey Park NSW 2650
<b>The insured:</b>	Mrs JJ Suttie Mr DJ Suttie
<b>Sum insured:</b>	Buildings: \$862,155 Contents: \$0
<b>Weekly rental amount:</b>	\$360
<b>Basic excess:</b>	\$1,000 See over for all excesses that apply.

**YOUR PREMIUM** (Includes 25% No Claim Bonus, your chosen Options, 22.5% Loyalty Discount and government charges - see over for full details)

<b>Pay annually:</b>	<b>\$1,602.66</b>
You currently pay this way	
<b>OR</b>	
<b>Pay monthly:</b>	<b>\$136.63</b>
You can nominate to pay your premium in monthly instalments. This will incur an extra \$36.87 p.a. To pay this way, please contact us before 18 November 2021.	
<b>Please pay by 18 November 2021</b>	
For how to pay, see page 4.	

## YOUR LOYALTY DISCOUNT

Loyalty Discount 22.5%	-\$343.42
Loyalty Years	29
Number of policies	8

Loyalty discount is based on the policy holder with the highest loyalty discount. You can view all your policies via your online account at [nrma.com.au](http://nrma.com.au) or call us on 132 132.

Enquiries 132 132  
Payments 131 144

Claims 131 123  
Visit [nrma.com.au](http://nrma.com.au)

## 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 full 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.

**Policy number** HOM 670 166 163

**Your contract** Valid from 11:59pm, 18 November 2021 to 11:59pm, 18 November 2022

### 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	\$1,114.11	\$1,182.89
ESL	\$200.54	\$153.77
GST	\$131.46	\$133.67
Stamp duty	\$130.15	\$132.33
<b>Total premium</b>	<b>\$1,576.26</b>	<b>\$1,602.66</b>

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** Mrs JJ Suttie and Mr DJ Suttie

**Rental property insured** 23 Edmondson Street, Turvey Park NSW 2650

**Year built** Approximately 1935

**Construction type** Mainly brick veneer

**Roof type** Mainly tin/colourbond  
Please advise us if this is incorrect.

**Credit provider** There is no finance on this property.

### 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 elevated storey

### The rental agreement

- weekly rental amount \$360
- is agent managed
- period is for 7 to 12 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](http://nrma.com.au/calculators) for assistance.

**Landlord Buildings** **\$862,155**  
**Landlord Contents** **\$0**

### Key policy features

- replacement cover for your rental property
- \$20 million liability cover for incidents that happen on the site
- rent default by your tenant
- you are covered for flood, rainwater run-off and storm surge

## EXCESSES

The following excesses apply to your policy:

- a \$1,000 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 \$1,000 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 \$1,000 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	\$1,526.31
Less 22.5% Loyalty Discount	\$343.42
Plus Government charges	\$419.77
<b>Total premium</b>	<b>\$1,602.66</b>

## BENEFITS

You've been awarded Claim Free Privilege Plus giving you a **25% No Claim Bonus plus Free No Claim Bonus Protection**. Please refer to the Premium, Excess and Discounts Guide for more information on No Claim Bonus and No Claim Bonus Protection.

## INSURANCE HISTORY

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

**Mrs JJ Suttie, age 69**

**In the last 5 years**

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

• had no claim refused  
**Mr DJ Suttie, age 75**

**In the last 5 years**

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

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## PAYMENT SLIP



**POST billpay**

\*782 HOM670166163 21221

**Important!** Take this payment slip with you when paying in person.

Name: Mrs JJ Suttie and Mr DJ Suttie  
Policy number: HOM 670 166 163  
Payment amount: **\$1,602.66**  
Due date: **18 November 2021**



## 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](http://nrma.com.au) to review the  
Privacy Policy. You can also ask us to send you a copy by  
calling 132 132.

### Representatives of NRMA Insurance

In addition to our employees, NRMA Insurance has a  
network of agents that are authorised to arrange our  
insurance products ('distributors'). The individuals who  
work for our distributors are also authorised distributors  
of NRMA Insurance. When our distributors provide  
insurance they act on our behalf, not yours.

We pay our distributors certain fees for providing  
insurance which may include an operating fee, new  
business fees, renewal fees and bonus fees paid for  
achieving volume targets, exceeding volume targets and  
achieving premium targets.

If you have a complaint about us or one of our  
distributors, please speak with one of our consultants by  
calling 132 132. If your complaint remains unresolved,  
you may ask for it to be referred to our Customer  
Relations area. If you are unhappy with their decision, they  
can provide you with information on external review  
options.

## HOW TO PAY



**In person** - Take this document and pay at an  
NRMA Retail Outlet at Shop 7 380 Bong Bong  
Street BOWRAL NSW 2576, or any Australia Post  
Office.



**By mail** - Detach this payslip and send it with  
your cheque or credit card details to:  
NRMA Insurance, Customer Correspondence,  
GPO Box 9871, Sydney NSW 2001



**By phone** - Call 131 144 and have your credit  
card ready.



**Online** - Go to [nrma.com.au/payments](http://nrma.com.au/payments) and have  
your credit card ready.



**By BPAY®** - Contact your financial institution to  
arrange payment from your account.

**Biller code: 90001** (Insurance Australia Limited)  
**Reference: 4666 7016 6163**

**Credit card details** ☐ Mastercard ☐ VISA

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Expiry \_\_\_\_/\_\_\_\_ Signature \_\_\_\_\_

# Landlord Insurance Supplementary Product Disclosure Statement

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

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](http://nrma.com.au), call 132 132 or visit an NRMA Office.

## SPDS Edition 1

This Supplementary Product Disclosure Statement (SPDS) is dated 14 July 2021 and will apply to all **NRMA Insurance Landlord Insurance Product Disclosure Statement and Policy Booklets** version G018346 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 [nrma.com.au](http://nrma.com.au).

### Changes to your PDS

Your PDS is amended by the following:

#### **Change 1 - Replacement of the 'How to resolve a complaint or dispute' section**

**Your PDS is amended by deleting all of the terms in the 'How to resolve a complaint or dispute' section on page 67, and replacing those deleted terms with the following new terms:**

#### **How to resolve a complaint or dispute**

We will always do our best to provide you the highest level of service but if you are not happy or have a complaint or dispute, here is what you can do.

If you experience a problem or are not satisfied with our products, our services or a decision we have made, let us know so we can help.

Call us on 132 132 or go to our website for more information: [nrma.com.au](http://nrma.com.au).

We will try to resolve complaints at first contact or shortly thereafter.

If we are not able to resolve your complaint when you contact us or you would prefer not to contact the people who provided your initial service, our Customer Relations team can assist:

Free Call: 1800 045 517

Free Fax: 1800 649 290

Email: [Customer.Relations@iag.com.au](mailto:Customer.Relations@iag.com.au)

Mail: Customer Relations Reply Paid 89824 Sydney NSW 2001 Free post (no stamp required).

Customer Relations will contact you if they require additional information or have reached a decision.

Customer Relations will advise you of the progress of your complaint and the timeframe for a decision in relation to your complaint.

We expect our procedures will deal fairly and promptly with your complaint. If you are unhappy with the decision made by Customer Relations you may wish to seek an external review, such as referring the issue to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers. AFCA has authority to hear certain complaints. AFCA will confirm if they can assist you:

Free Call: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

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

Visit: [www.afca.org.au](http://www.afca.org.au)

Further information about our complaint and dispute resolution process is available by contacting us.

#### **Change 2 - 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 69, 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.

# Landlord Insurance Supplementary Product Disclosure Statement *continued*

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Visit [nrma.com.au](http://nrma.com.au)  
an NRMA office

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. Please contact us if you

would like more information about the Code or the Code Governance Committee.

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



## Payment submitted



**Paid \$1,602.66 to ins 23 ed st** 90001 4666 7016 6163 INSURANCE AUSTRALIA LTD

**Receipt no**

N311817343578

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**From**

Super Acct

062-511 1025 9589

**Ref**

466670166163

**Description**

Ins 23 Edm st

**On**

Thu 18 Nov 2021 at 06:39 AM (Syd/Melb)

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Pay faster. Set a default account to pay from and we'll automatically choose it when you make payments.

[Set default account](#)

