



# HOLIDAY UNIT INSURANCE POLICY WORDING

## AND PRODUCT DISCLOSURE STATEMENT

Preparation Date: November 2014

### Introduction

This is an important document that contains important information designed to help You:

- decide whether this insurance will meet Your needs; and
- compare it with other products You may be considering.

You need to decide if this insurance is right for You and You should read this document and all of the documents that make up the Policy carefully to ensure You have the cover You need.

Please note that any recommendation or opinion in this document is of a general nature only and does not take into account Your objectives, financial situation or needs.

### Insurers and the underwriting arrangement

The insurer of this insurance is The Hollard Insurance Company Pty Ltd (Hollard) ABN 78 090 584 473 AFS Licence No. 241 436.

In arranging this insurance St George Underwriting Agency ABN 59 009 357 582 AFS Licence No. 236 663 acts as an agent of Hollard and not as Your agent.

### Summary of available covers

|  |  |
|--|--|
| Cover Type   | This is a limited summary only and not a full description of the covers. Please see the relevant section in the Policy for the full terms and conditions (including any exclusions and limitations that apply) |
| <b>Optional covers:</b><br>You can apply to buy the following sections, however, some covers may not be available independently. |  |
| Section 1 - Contents   | This covers You for damage to Contents at the situation caused by Defined Events up to \$30,000 and provides a number of automatic benefits, including legal liability cover for \$20,000,000.                 |
| Section 2 – Loss of Rent   | This covers You up to \$50,000 for loss of rent if your holiday unit is untenable as a result of damage to the Building or Contents caused by any of the Defined Events in Sections 1 or 3.                    |
| Section 3 – Deliberate Damage by Tenants   | This covers You up to \$50,000 for damage arising from deliberate, intentional or malicious damage done to the Building or Contents by the Tenant.   |

UKAWA PTY LTD ABN 59 009 357 582 t/as

## St George Underwriting Agency

AFS Licence No. 236663

449 Yangebup Road, Cockburn Central WA 6164 | P O Box 3701, Success WA 6964

tel: 08 9417 8501 | fax: 08 9417 9294 | email: admin@sgua.com.au

To properly understand the Policy's significant features, benefits and risks You need to carefully read:

- (a) about each of the available covers provided in Sections 1 to 3;
- (b) the rest of this "Introduction" section - this sets out how You apply for cover, the basis on which We insure You, the duty of disclosure You need to meet before We insure You, Your cooling off rights, renewal, Our privacy information and Our dispute resolution procedures;
- (c) the "Words with special meanings" section - this sets out what We mean by certain words used in the Policy. These words begin with a capital letter throughout this document;
- (d) the "When We will not pay a claim under Your Policy" section - this sets out the general exclusions and limits that apply to all covers and benefits;
- (e) the "Conditions of cover" section - this sets out certain general rights and obligations that You and We have. If You do not meet them We may be able to refuse to pay a claim, subject to the relevant law;
- (f) the "Other Information" section – this explains other important information in relation to Your duty of disclosure, privacy, renewals and dispute resolution;
- (g) the Schedule and any endorsements or other written changes to the standard cover We issue to You – these contain specific details relevant to You and can affect the standard cover.

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## Applying for cover

When You apply for the Policy by completing Our application We or Our representative will agree with You on things such as: the Period of Insurance; Your premium; what property You want to cover; the limits You want for certain covers (if optional); excesses that will apply to You or others and whether any standard terms need to be varied (this may be by way of an endorsement). These details are recorded in the Schedule We issue to You.

The base premium We charge varies according to Your risk profile (e.g. where the holiday home is located, the type of property being insured, amount of cover required, other persons insured and relevant claims history etc).

You will also have to pay certain amounts in relation to compulsory government charges (e.g. Stamp Duty and GST) plus any additional charges of which We tell You. These amounts will be set out separately on Your Schedule as part of the total premium payable.

This Policy sets out the cover with which We are able to provide You. You need to decide if the limits, type and level of cover are appropriate for You and will cover Your potential loss. If they are not, You may be underinsured and You may have to bear that part of any loss for which You are not covered.

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## Cooling-off and cancellation rights

You have a cooling-off period and cancellation rights under the Policy (see "Conditions of cover" section for details).

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## Basis on which We insure You

Where We agree to enter into a Policy with You it will be based on the information provided in Your application and subject to payment of the required premium by the required date.

The policy is made up of:

- Your application;
- this Policy document, which sets out the standard terms and conditions of Your cover, including its limitations and exclusions
- the Schedule, which shows the insurance details relevant to You. It may include additional terms and conditions (including any exclusions and limitations) relevant to You that amend the standard terms of this document as well as any additional benefits You may be covered for; and
- any other change to the terms of the Policy otherwise advised by Us in writing (such as an endorsement or Supplementary PDS) which may vary or modify the above documents.

These are all important documents and should be carefully read together as if they were one document to ensure that You are satisfied with the cover. All policy documentation should be kept in a safe place for future reference.

We reserve the right to change the terms of the Policy where permitted to do so by law.

If You require further information about the Policy, wish to confirm a transaction, or make any changes call Us on (08) 9417 8501.

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## Information on this Product Disclosure Statement (PDS)

The Policy provides a number of covers which may or may not be provided to You as a retail client under the Corporations Act 2001 (Cth) depending on Your circumstances. Only the parts of this Policy document relevant to cover provided to You as a retail client and any other documents which We tell You are included, make up the PDS for the purposes

of the Act.

Information in the PDS may need to be updated from time to time if certain changes occur where required and permitted by law. We will issue You with a new PDS or a supplementary PDS or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, We may issue You with notice of this information in other forms or keep an internal record of such changes.

You can obtain a paper copy of any updated information without charge by calling Us on the telephone number shown in this Policy document.

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## Our agreement with You

We will insure You for:

- certain defined events, and
- other benefits,

as set out in this Policy occurring during the Period of Insurance.

This cover will be given to You on the basis:

- that You have paid or agreed to pay Us the premium for the cover You selected when You applied for cover and which the Schedule indicates is in force,
- of the verbal and/or written information provided by You which You gave after having been advised of Your Duty of Disclosure either verbally or in writing. If You do not comply with the relevant duty, We may cancel the Policy or reduce the amount We pay if You make a claim. If fraud is involved, We may treat the Policy as if it never existed and pay nothing.

For Your assistance We have provided a full explanation of Your Duty of Disclosure and the consequences of nondisclosure, under the heading "Your Duty of Disclosure".

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## Words with special meanings

Some of the words in this Policy have special meanings wherever they appear. These words and their meanings are defined below.

**"Building or Buildings"** both mean the property described below at the address shown in the Schedule which belongs to You or for which You are legally liable:

- (a) the residential flat or home unit and all domestic outbuildings;
- (b) structural domestic improvements including:
  - (i) fixed swimming pools, saunas, spas and associated built-in furniture
  - (ii) paths, driveways, terraces, walls, gates, fences, masts, aerials and clothes lines
  - (iii) permanently installed equipment **but not** inflatable pool covers;
- (c) pipes, ducts, wires, cables, meters and switches, all of which supply the Buildings with either light, heat, cooling, telephone, water, drainage or sewerage;
- (d) fixed (non-portable):-
  - (i) room heaters, stoves, air conditioners, fans, light fittings and hot water systems
  - (ii) appliances or equipment attached to the gas, plumbing, drainage or sewerage systems, or to the electrical systems other than those items which plug into power points;
- (e) exterior blinds and awnings and fixed wall, ceiling or floor coverings other than carpets;
- (f) jetties and pontoons, provided that:
  - (i) the structures are permanently fixed to the land at the risk address, and
  - (ii) the structures are Your property and have no commercial activities undertaken from them, and
  - (iii) the jetty and/or pontoons are structurally sound and well maintained.
- (g) external locks however only in relation to the theft of the key. We will not pay more than \$500 any one claim. Theft of the key does **not** include the non-return of the key or theft of the key by a bona-fide Tenant.

**"Deliberate Damage"** under Section 3 - Deliberate Damage by Tenants means damage arising from an intentional or deliberate act by the Tenant that occurred:

- (a) whilst the Tenant occupied the Premises; and
- (b) during the Period of Insurance.

For the purpose of this definition only, Tenant also includes guests of the Tenant or people invited by the Tenant.

**"Flood"** means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- a lake (whether or not it has been altered or modified);
- a river (whether or not it has been altered or modified);
- a creek (whether or not it has been altered or modified);
- another natural watercourse (whether or not it has been altered or modified);
- a reservoir;
- a canal; or
- a dam.

**"Household Goods"** means goods used in the Building which:

- (a) are consumable; or
- (b) have a short-term life (for example - kettles, cutlery, kitchen utensils, manchester, linen); or
- (c) comprise non-electrical goods used for housekeeping/cleaning purposes such as mops, dustpans etc.

**"Period of Insurance"** means the period shown in the most recent Schedule or a subsequent period for which the Policy has been renewed.

**"Personal Effects"** means goods or possessions (including sporting goods) which belong personally to You or are for the personal use of You or anyone who is staying at or visiting the Premises.

**"Policy"** means this document, the Schedule, the Sections, and any other notice We give You in writing. Together they form Our agreement with You.

**"Premises"** means the unit situated at the address shown in the Schedule.

**"Schedule"** means the attachment which forms part of the Policy and shows Your Policy number, together with the details of Your cover including the sections of the Policy which apply.

**"Storm"** means violent wind (including cyclones and tornadoes) and thunderstorms which may be accompanied by hail or snow. Storm does not mean persistent bad weather, or intermittent rain, persistent rain or heavy rain by itself.

**"Sum(s) Insured"** means the amount shown in the Schedule for which You have elected to insure.

**"Tenant"** means the person who has rented the Premises and includes any of their immediate family occupying the Premises.

**"You" "Your" Yourself"** means the insured named in the Schedule.

**"We" "Us" "Our"** means Ukawa Pty Ltd trading as St. George Underwriting Agency acting as an agent of the insurer, The Hollard Insurance Company Pty Ltd.

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## Section 1 – Contents

### What are Contents?

In this Policy the term "Contents" means property which is contained in the dwelling, and/or garages only (which does not include property contained in open carports, outhouses, lean-tos or in the open air, **except barbecues and swimming pools not permanently fixed**) all of which not exceeding an amount of \$30,000 in total and which belongs to You (or for which You are legally liable) consisting of:

- (a) fittings, furniture, carpets, refrigerators, stoves, washing machines, dishwashers and clothes dryers;
- (b) in respect of strata-title properties: improvements, decorations and locks not forming part of the strata-title property. However, in respect of the cost of replacing external locks following theft of the key, We will not pay more than \$500 any one claim. Theft of the key does **not** include the non-return of the key or theft of the key by a bona-fide Tenant;
- (c) electronic equipment not fixed in the Premises, provided that We will not pay more than \$1,000 for each item or series of items forming a single unit of electronic goods used for entertainment purposes (including computers) unless otherwise specified in the Schedule, but We will not pay more than 25% of the Contents Sum Insured in total for all electronic equipment;
- (d) swimming pools not permanently fixed;
- (e) Household Goods, but see when Household Goods are not covered against theft, malicious damage or Deliberate Damage by Tenants;
- (f) Personal Effects, provided We will not pay more than \$1,000 arising from any one event;
- (g) contents in a locked garage or locked garden shed up to a maximum limit of \$2,500 for any one claim.

### What are not Contents?

**"Contents"** does **not** mean:

- (a) Buildings;
- (b) motor vehicles (other than garden implements used for private purposes), motor cycles, caravans, trailers;
- (c) watercraft and aircraft (other than model aircraft) or any accessories in or on watercraft or aircraft;
- (d) plants or shrubs or trees in gardens;
- (e) animals and pets;
- (f) furs, jewelry, gold/silver articles, documents and money;
- (g) antiques, works of art, collections of any kind.

### Types of loss or damage for which Your Contents are covered (Defined Events).

This insurance will cover You if You suffer physical loss or physical damage to the Contents caused by any of the following events which occur during the Period of Insurance. The most We will pay for all claims under this Section is \$30,000:

- 1 **Fire, explosion, or lightning.** However, this excludes damage:
  - (a) which arises gradually out of repeated exposure to fire or smoke;
  - (b) to any property as a result of its undergoing a process necessarily involving the application of heat;
  - (c) to any property as a result of scorching and/or melting
- 2 **Earthquake and tsunami.**

3. **Theft** or any attempted theft.  
 Important note: This event does **not** include theft by any person who ordinarily lives with You at the time of the theft and also, this event does not include theft or misappropriation by any Tenant or sub-Tenant or any person working for the Tenant or sub-Tenant.  
**BUT** We will **not** cover You for loss or damage to Household Goods.
4. **Bursting, leaking, discharging or overflowing of fixed guttering, fixed tanks, fixed pipes** or other equipment used to hold or carry liquid of any kind including the reasonable costs of exploring for and locating the source which caused the damage under this event, **BUT** We will **not** pay:  
 (a) for exploration costs unless there is also damage insured by this Defined Event;  
 (b) more than \$500 for the exploration and locating costs for any one occurrence; and  
 (c) for the cost of repair or replacement of the defective part(s) of the guttering, tanks, pipes or other equipment from which the loss or damage arose.
5. **Accidental breakage of:**  
 (a) a telephone handset;  
 (b) fixed glass, fixed shower base, fixed basin, fixed sink, fixed bath, fixed lavatory pan or fixed cistern where this Section of the Policy insures Buildings or where You have a legal liability for such breakage;  
 (c) mirrors, or glass forming part of furniture (including glass table tops, fixed or unfixed).
- We do not cover You if You suffer accidental breakage of the following items  
 (i) a television picture tube or screen;  
 (ii) the picture tube or screen of an electronic visual display unit;  
 (iii) a ceramic or glass cooking top, unless damage was caused by physical impact of an object;  
 (iii) tiles; or  
 (iv) glass in a picture frame or a clock.
6. **Acts of malicious persons or a deliberate or intentional act.**  
**We will not cover You** under this event if loss or damage is intentionally caused by:  
 (a) You; or  
 (b) a member of Your family ordinarily residing with You; or  
 (c) any person acting with Your expressed or implied consent; or  
 (d) a Tenant or sub-Tenant, where You are a lessor, unless the loss or damage results in fire or explosion.  
**ALSO** We will **not** cover You under this event for loss or damage to Household Goods.
7. **Storm**  
**We will not cover You** under this event if loss or damage is caused by:  
 (a) the sea, tidal wave, high-water, Flood, erosion, subsidence or landslide;  
 (b) water seeping or percolating through walls, roofs or floors.
8. **Impact** which is caused by any of the following:  
 (a) aircraft or space debris or debris from an aircraft, rocket or satellite;  
 (b) any vehicle (including a waterborne craft) or animal (**but not** an animal kept on the site **nor** a domestic animal);  
 (c) a falling tree or part of a tree (**but not** loss or damage caused by tree lopping or felling by You or a person acting with Your consent);  
 (d) television or radio aerials or masts that have broken or collapsed (but not damage to the actual television or radio aerial or masts).
9. **Riot or civil commotion, or acts of:**  
 (a) strikers or locked-out workers or persons taking part in labour disturbances;  
 (b) persons acting maliciously on behalf of or in connection with any political organisations;  
 (c) any lawfully constituted authority in connection with the events covered in this Defined Event 9 which directly results in the loss or damage caused.
10. **Loss of or damage to any part(s) of household electrical machines**, unless they are excluded below, forming part of Contents caused by the actual burning out of such part(s) by the electrical current running through it.  
**We will not cover You** for:  
 (i) loss or damage to radios, televisions, video or sound recording or playing equipment, computers and ancillary equipment and microwave ovens;  
 (ii) loss of use, depreciation, wear and tear;  
 (iii) electrical contacts at which sparking or arcing occurs in ordinary working;  
 (iv) lighting or heating elements, fuses or protective devices.  
**We will reduce Your claim** by 8% for each full year since the manufacture of the item for which You are making a claim.

## How We will settle Your Contents claim

1. At Our option, We will:
  - (a) repair or replace Your Contents; or
  - (b) pay You the reasonable cost of repair or replacement; or
  - (c) pay You up to the amount of the Sum Insured.

If We pay You the reasonable cost of repair or replacement, this means the retail price of the item as if it were new less any discount available to Us were We to repair or replace it.

**For Contents which are over 20 years old** (from their original date of manufacture), We will deduct an amount for depreciation based on the age and condition of the lost or damaged item.

For Contents which have suffered electrical loss or damage which is claimed under Defined Event 10 of “Types of loss or damage for which Your Contents are covered (Defined Events)”, We will deduct an amount for depreciation based on the formula stated in Defined Event 10 mentioned above.

If You elect not to replace Contents, We will deduct an amount for depreciation based on the age and condition of the lost or damaged item.

We will adjust Your claims payment in accordance with the GST provision noted under “Conditions of cover”, and “GST Notice” sections.

2. When it is not possible to repair or replace a damaged item with original materials or an original item, the nearest available equivalent to the original materials or item will be used. We will not pay to repair or replace property which has not been physically damaged.
3. If the claim relates to loss or damage to carpet, loose floor coverings, curtains or internal blinds, repair or replacement is limited to the room, hall or passage in which the loss or damage actually occurred.
4. If any part of a pair or set is lost or damaged, We will not pay more than the value of the part which is lost or damaged.  
No allowance will be made for any reduction in the value of the remaining part or parts of the pair or set.
5. In no case will We pay more than the Sum(s) Insured shown in the current Schedule, less any excess(es) which may be payable, unless We have stated differently under the heading “Other Benefits We Will Provide” section.

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## Section 2 - Loss of Rent

### What is Loss of Rent?

If Your Schedule shows if You have Loss of Rent cover, We will insure You against loss of rent in the event of the Contents being so damaged by any of the Defined Events under Section 1 Contents or under Section 3 – Deliberate Damage by Tenants as to become untenable (subject to the other terms and conditions of the Policy). However, You must be insured under this Policy for the loss or damage which causes the Loss of Rent except as detailed in the paragraph below.

For the purposes of this “Section 2 - Loss of Rent”, if You insure Contents which are contained in a unit forming part of a strata-title or resort complex and the strata-title or resort complex is damaged from a Defined Event insured under “Section 1 - Contents” or under “Section 3 – Deliberate Damage by Tenants”, even though We do not insure the strata-title or resort complex We will, if your unit is untenable, pay You Loss of Rent as if We insured the strata-title or resort complex.

The maximum amount We will pay under this Section 2 arising out of any one event is \$50,000.

### What is not Loss of Rent?

1. Loss of Rent is not loss of:
  - (a) a security bond or deposit which is collectable from a Tenant; or
  - (b) operating expenses of the rental property; or
  - (c) consumables such as (but not limited to) electricity, gas and water.

### How We will settle Your Loss of Rent claim

1. We will only pay You for the actual amount of rent You have lost which is calculated from:
  - (a) returned rent from bookings or rental agreements which cannot be fulfilled due to the loss or damage; and
  - (b) rent lost from written bookings or rental agreements which are unpaid and which cannot be fulfilled due to the loss or damage.
2. We will not pay for rent which is due for bookings and or rental agreements which:
  - (a) fall outside the reasonable time necessary for the repair or reinstatement of the loss or damage; or
  - (b) fall outside the 12-month period following the date of the loss or damage.



3. We will not pay more than the Sum Insured stated in the Schedule.
4. We will not pay a claim for Loss of Rent arising from Deliberate Damage until such time as any monies collected as a security deposit or bond are legitimately exhausted.

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## Section 3 - Deliberate Damage By Tenants

Your Schedule shows if You have Deliberate Damage by Tenants cover.

### What is Deliberate Damage by Tenants

If You have Deliberate Damage by Tenants cover We will insure You for loss to Your Buildings and/or Contents arising from Deliberate Damage by Tenants. Refer to "Words With Special Meanings" section for the meaning of Deliberate Damage.

The maximum amount We will pay under this Section 3 arising out of any one event is \$50,000.

We will **not** cover You for loss or damage to Household Goods (refer to "Words With Special Meanings").

### What is not Deliberate Damage by Tenants

Deliberate Damage does not include:

- (a) deliberate, intentional or malicious acts by You or anyone who is acting with Your express or implied consent;
- (b) failure to do things, such as cleaning, gardening and the like;
- (c) theft by the Tenant;
- (d) items missing where there is no independent evidence missing supporting Deliberate Damage by the Tenant;
- (e) cleaning costs or removal of garbage or any material left on the Premises by the Tenant;
- (f) accidental or unintentional damage;
- (g) normal deterioration, wear and tear;
- (h) damage by animals, whether or not they are owned by the Tenant.

### How We will settle Your claim for Deliberate Damage by Tenants

1. We will pay You for the actual amount of Deliberate Damage You have suffered. This will be assessed by comparing the damage at the date the damage was discovered with the condition the property was in when the Tenant moved in.
2. If You or Your agent have not taken reasonable steps to minimise the damage caused, We may reduce the claim payment by the amount by which the actions or lack of action of You or Your agent increased the cost of the claim.
3. We will deduct an amount for depreciation based on the condition of the damaged item before the claim occurred.
4. We will not pay more than the Sum Insured stated in the Schedule.
5. We will not pay a claim for Deliberate Damage until such time as any monies collected as a security deposit or bond are legitimately exhausted.

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## Other Benefits We will Provide

### Legal Liability - cover for injury to other people or their property.

#### What You are covered for

We will cover Your legal liability as owner of the Premises for payment of compensation in respect of:

- (a) death, bodily injury or illness, and/or
- (b) physical loss or damage to property

which occurs during the Period of Insurance and which is caused by an accident or series of accidents attributable to one source or originating cause and which arises out of Your ownership of the Premises.

This cover only applies in respect of an accident occurring at the Premises.

The maximum amount We will pay under this Policy is \$20,000,000 arising out of any one accident or series of accidents attributable to one source or originating cause. This limit will be reduced by any amount paid under any other buildings or contents policy You have with Us providing this type of cover for the same liability, loss, occurrence or incident.

In addition, We will also pay all legal costs and expenses You incur with Our consent for which You are legally liable plus the cost of any lawyers We appoint.

**What You are not covered for**

We will not cover Your legal liability for:

- (a) damage to Your property;
- (b) injury to any person who normally lives with You, or damage to their property;
- (c) injury to Your employees, or damage to their property;
- (d) loss of or damage to property in Your care, custody or control;
- (e) claims involving Your business, trade or profession other than as the owner of the property insured under this Policy;
- (f) which You are liable because of the terms of an agreement You have entered into (unless You would have been liable if the agreement did not exist);
- (g) claims arising out of the ownership, possession or use by You of any land or buildings other than those Premises at the situation shown in the Schedule;
- (h) claims arising out of the possession or use by You of the Premises at the situation shown in the Schedule, other than as the owner of the Premises;
- (i) claims for pregnancy or the transmission of any disease;
- (j) claims arising out of Your ownership, possession or use of any:
  - aircraft or aerial device or aircraft landing area, except a model aircraft or toy kite,  
“**aircraft landing area**” means any area in which aircraft land, take off, are housed, maintained or operated;
  - mechanically propelled vehicles (other than garden implements used for private purposes);
  - watercraft;
- (k) claims involving buildings in the course of construction or any alterations, additions, demolition, repairs to or decoration of the buildings costing more than \$30,000;
- (l) claims arising directly or indirectly out of or in any way connected with the existence, at any time, of asbestos;
- (m) claims arising out of the discharge, dispersal, release or escape of pollutants defined as smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquids, gases, waste materials or other irritants, contaminants or pollutants into or upon land, the atmosphere or any watercourse or body of water, **unless** such a discharge, dispersal, release or escape is caused by a sudden accidental unexpected and unintended happening. We will not pay expenses for the prevention of such contamination or pollution;
- (n) claims arising from a strata-title building unless such building is insured by the Policy, however, this exclusion will not apply to Your liability which falls outside the responsibility of the body corporate or strata-title company;
- (o) claims which arise out of or from activities associated with the operation of a complex (of which the Premises forms part) as a resort and/or hotel and/or a strata-title complex, or from the use of facilities which are not for the exclusive use of the occupants of:
  - (i) the unit insured on the Schedule or
  - (ii) the unit noted on the Schedule in which the insured Contents are situated, or
  - (iii) arising out of services provided to the unit by a service provider or facility contained within or external to a complex (of which the Premises forms part).
- (p) damage to any land or fixed property resulting from vibration, the removal or weakening of or interference with support to land, buildings or any other property.
- (q) claims arising directly or indirectly from or in any way connected with the existence, use, operation or maintenance, at any time, of electronic mail, a computer virus, an internet site or other internet based service, intranet or any web site.
- (r) claims arising out of the ownership, possession or use by You of animals or birds.

**We will not:**

- (a) cover Your legal liability arising out of breach of copyright or an act of libel, slander or assault caused by You.
- (b) cover You for any legal liability arising from any:
  - (i) statutory compulsory scheme or fund, or
  - (ii) accident compensation scheme or workers’ compensation policy of insurance, or
  - (iii) industrial award,even if the amount recoverable is nil.
- (c) cover You for any legal liability which is in excess of that recoverable under any:
  - (i) statutory compulsory scheme or fund, or
  - (ii) accident compensation scheme or workers’ compensation policy of insurance, or
  - (iii) industrial award.
- (d) pay for any aggravated, exemplary or punitive damages, fines or penalties.

**Special conditions applying to legal liability:**

1. This legal liability cover will be governed by the law of the State or Territory where this Policy was arranged and whose courts will have jurisdiction in any dispute.  
No excess applies to this benefit.

## Temporary removal of Contents

### What You are covered for

We will cover You for the events listed in “**Types of loss or damage for which Your Contents are covered**” for loss or damage to Contents anywhere in Australia, for an amount up to 20% of the Sum Insured for Contents:

- (i) while the Contents are temporarily removed to any occupied private residence or any other premises where You (or any member of Your family permanently living with You) are temporarily living or employed or carrying on business but not while contained in a tent, vehicle, caravan, waterborne craft or aircraft; or
- (ii) against loss or damage caused by fire, lightning, explosion or theft while the Contents are:
  - (a) temporarily removed to any other situation, or
  - (b) being carried on Your person, or
  - (c) in transit.

## Fees

### What You are covered for

We will cover You for removal of debris necessarily incurred in the repair or reinstatement of damage to Contents arising from the events listed in “**Types of loss or damage for which Your Contents are covered**” section.

We will also pay up to a maximum amount of \$500, for any one incident, for the removal of those objects which cause loss or damage covered under this Policy.

We will not pay any more than the Sum Insured in total on the damaged property including the costs claimed under this Benefit.

### We will not pay for:

- (a) the costs of complying with the requirements of any statutory authority if You received notice of the requirements or were aware of them before the loss or damage occurred;
- (b) the removal of a tree stump from the ground, or the removal of any part of a tree that has not fallen.

## Emergency Access

### What You are covered for

We will cover You for the cost of repairing damage to the Building caused by forced access by emergency services to attend an emergency at Your Premises, provided We will not pay more than \$2,000 arising from any one event.

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## When We Will Not Pay A Claim Under Your Policy

This Policy does not cover loss, liability, injury or damage:

- (a) caused by a **deliberate, intentional, malicious or criminal act** by:
  - You; or
  - a member of Your family ordinarily residing with You; or
  - Your invitees; or
  - any person who is acting with Your express or implied consent;
- (b) caused by **lawful confiscation, destruction, detention, nationalisation, requisition or seizure**;
- (c) to any property as a result of its undergoing any process involving the application of **heat**;
- (d) caused directly or indirectly by or arising from ionising radiation or contamination by radioactivity from:
  - any **nuclear** fuel or **nuclear** waste,
  - the combustion of **nuclear** fuel (including any self-sustained process of **nuclear** fission), or
  - **nuclear** weapons material;
- (e) caused by or arising from any **war**, hostilities or warlike operations (whether war be declared or not), rebellion, civil war, revolution, insurrection, military or usurped power, invasion, act of foreign enemy or popular or military uprising;
- (f) arising out of depreciation, gradual deterioration, **wear and tear**;
- (g) caused directly or indirectly through **inherent defects, faulty design, structural defects or poor workmanship**;
- (h) caused directly or indirectly by **tree lopping or felling** by You or another person who is acting with Your express or implied consent.

Unless We state differently in Your Policy, We will not pay for:

- (a) Loss or damage which is caused directly or indirectly by:
  - **insects or birds;**
  - **domestic vermin** (other than loss or damage caused by fire);
  - **animals or pets;**
  - **rust, corrosion, algae, mould or mildew;**
- (b) **consequential loss;**
- (c) loss or damage which is caused by **Flood;**
- (d) loss or damage caused by **atmospheric conditions** other than Storm;
- (e) loss or damage not caused by one of the insured events.

### **Terrorism**

This Policy does not cover loss, damage, liability, injury, illness, death or damage caused by, arising directly or indirectly out of or in any way connected with:

- (a) any act of terrorism arising directly or indirectly out of or in any way connected with biological, chemical, radioactive, or nuclear pollution or contamination or explosion; or
- (b) any action in controlling, preventing, suppressing, retaliating against, or responding to any act referred to in (a) above.

An act of terrorism includes, but is not limited to, any act, preparation in respect of action or threat of action, designed to:

- (a) influence a government or any political division within it for any purpose, and/or
- (b) influence or intimidate the public or any section of the public with the intention of advancing a political, religious, ideological or similar purpose.

This exclusion takes precedence over any other provision or endorsement of this Policy.

The above Terrorism exclusion will apply to all sections of the Policy, unless otherwise provided for in the Terrorism Insurance Act 2003.

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## **Conditions of cover**

### **1. Occupancy**

You can only make a claim if the unit is used solely for private residential or holiday rental purposes.

### **2. Security**

- (a) You can only make a claim if all external doors in the dwelling are secured by keyed deadlocks, keyed deadbolts or keypad access;
- (b) Unless Your unit is in a complex which has a permanent on-site manager or has no ground level window access, You can only make a claim if all external windows are secured by keyed deadlocks, keyed deadbolts or steel grilles which are screwed into window frames; unless We have stated to the contrary in the Schedule.

### **3. Cancellation**

- (a) You may cancel this Policy at any time by advising Us in writing.
- (b) We have the right to cancel this Policy where permitted by law. For example, We may cancel this Policy in certain circumstances:
  - (i) if You failed to comply with Your Duty of Disclosure, or
  - (ii) where You have made a misrepresentation to Us during negotiations before the issue of this Policy, or
  - (ii) where You have failed to comply with a provision of Your Policy, including the term relating to payment of premium, or
  - (iv) where You have made a fraudulent claim under Your Policy or under some other contract of insurance that provides cover during the same period of time that Our Policy covers You, or
  - (v) where We agree to accept payment of premium by periodic instalment and:
    - at least one instalment has remained unpaid for a period of at least 14 days, We may refuse to pay a claim; and/or
    - one instalment of the Premium is unpaid for one month, We may give You written notice of cancellation and then cancel the Policy. The notification may be delivered personally or posted to You at the address last notified to Us.
- (c) Subject to (d), if You or We cancel the Policy We may deduct a pro rata proportion of the premium for time on risk, reasonable administrative costs related to the issuing and cancellation of the Policy and any government taxes or duties We cannot recover.
- (d) In the event that You have made a claim under this Policy and We have agreed to pay the full Sum Insured for

Your property no return of premium will be made for any unused portion of the premium.

#### 4. **Cooling-Off Period**

You may return Your Policy (including a renewal) if You are not satisfied with it. To do so, You must write to St George Underwriting Agency asking to return Your Policy. The letter must be received by St. George Underwriting Agency within 30 days of the date We entered into the Policy with You. St. George Underwriting Agency will cancel it from the time that Your notification is received. This does not affect Your cancellation rights in the Policy, however, You cannot return Your Policy if:

- (a) You have exercised any right under the Policy (e.g. a claim has been made) or Your rights have ended (e.g. the Period of Insurance has finished); or
- (b) it covers an event that will start and end within the 30 day period (e.g. a trip overseas or loading a transportation vehicle) and the event has started.

If You exercise Your cooling-off right, We will refund any money that You have paid to Us but We may deduct any government taxes or duties which We cannot recover.

#### 5. **Claims Settlement and Procedure**

- (a) If loss or damage or an event occurs which is likely to result in a claim, You must at Your own expense:
  - (i) advise St George Underwriting Agency immediately of full details of any loss, damage, injury or notice of claim against You;
  - (ii) provide St George Underwriting Agency with all information and evidence We may reasonably require;
  - (iii) take all reasonable precautions to prevent further loss or damage or liability;
  - (iv) immediately inform the police of any actual malicious damage or theft, housebreaking or attempts to commit any of these;
  - (v) give to St George Underwriting Agency, within thirty (30) days of the event, a written statement of the claim and any further information and proof which We may reasonably require.
- (b) Where claims are made against You or any other person insured by the Policy:
  - (i) You or such other person must not admit responsibility or offer or agree to settle the claim without Our consent;
  - (ii) We will be entitled to take over and conduct in Your name or in the name of such other person any legal proceedings to defend the claim and to seek any legal remedy against other persons;
  - (iii) We will have full discretion in the conduct of negotiations, proceedings and settlement of the claim and You or such other person must give such information and assistance as We may reasonably require.

#### 6. **Fraudulent Claims**

If any claim is in any respect fraudulent or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefit under the Policy, We will, to the extent permitted by law, refuse payment of such claims.

#### 7. **Total Amount Payable**

The Sums Insured for Section 1 represents the total amount payable by Us for loss of or damage to Contents caused by any of the Defined Events during any one Period of Insurance.

#### 8. **GST Notice**

This Policy has a GST provision in relation to premium and Our payment to You for claims. It may have an impact on how You determine the amount of insurance You need. Please read it carefully. Seek professional advice if You have any queries about GST and Your insurance.

#### **Sums insured**

All monetary limits in this Policy may be increased for GST in some circumstances (see below).

#### **Claim settlements – Where We agree to pay**

When We calculate the amount We will pay You, We will have regard to the items below:

- Where You are liable to pay an amount for GST in respect of an acquisition relevant to Your claim (such as services to repair a damaged item insured under the Policy) We will pay for the GST amount. We will pay the GST amount in addition to the Sum Insured/limit of indemnity or other limits shown in the Policy or in this Schedule. If Your Sum Insured/limit of liability is not sufficient to cover Your loss, We will only pay the GST amount that relates to Our settlement of Your claim. We will reduce the GST amount We pay by the amount of any input tax credits to which You are or would be entitled.
- Where We make a payment under this Policy as compensation instead of payment for a relevant acquisition, We will reduce the amount of the payment by the amount of any input tax credit that You would have been entitled to had the payment been applied to a relevant acquisition.
- Where the Policy insures Loss of Rent, We will (where relevant) pay You on Your claim by reference to the GST exclusive amount of any supply made by You that is relevant to Your claim.

#### **Disclosure – Input tax credit entitlement**

If You register, or are registered, for GST You are required to tell Us Your entitlement to an input tax credit on Your premium. If You fail to disclose or understate Your entitlement, You may be liable for GST on a claim We may pay. This Policy does not cover You for this GST liability, or for any fine, penalty or charge for which You may be liable.

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## Making A Claim

### Excesses

We deduct the Excess shown on the current Schedule from the amount of Your claim.

A special excess of \$200 applies to damage or loss arising from an Earthquake or tsunami – all destruction or damage occurring within a period of 72 hours of the earthquake or tsunami is regarded as the same event and only one excess applies.

### What You must do

To the extent permitted by law, We may reduce the amount We pay on any claim if You do not act as follows:

1. **Do not admit liability**

You must not:

- (a) admit guilt or liability, or make a promise or offer of payment in connection with any claim; or
  - (b) offer or agree to settle any claim;
- without Our consent.

We are entitled to take over and conduct the defence of any claim made against You for damages by a third party. We have full discretion in conducting any negotiations, proceedings and the settlement of any claims.

If the claim is for legal liability, You may make a written request to St George Underwriting Agency to agree that You are covered in respect of the claim.

2. **Prevent further damage**

You must take all reasonable precautions to prevent any further loss, damage or liability.

3. **Contact the police**

Inform the police immediately of any malicious damage, theft, attempted theft, burglary or loss of insured property.

4. **Keep evidence of the loss or damage**

You must keep evidence of any loss or damage to Your insured property. You may not authorise any repairs or replacement unless You are preventing further loss, damage or liability from occurring.

5. **Contact Us as soon as possible**

If there is any loss, liability, injury or damage which is likely to result in a claim, You must give St George Underwriting Agency immediate notice of the full details of any loss, anticipated or alleged liability, injury or damage.

You or Your representative must give St George Underwriting Agency full details in the manner We request which will be either:

- (a) in writing by completing Our claim form which will be supplied to You when You contact Us; or
- (b) verbally.

You must also:

- provide St George Underwriting Agency with any original receipts, proof of ownership or quotes We require to settle Your claim,
- inform St George Underwriting Agency if Your property is insured under any other policy,
- give St George Underwriting Agency immediate notice of the commencement of any legal proceedings against You.

### What happens after You make a claim

1. **Assist Us with Your claim**

You must assist Us or Our representatives with Your claim. This means You give Us or Our representatives all the information and assistance with Your claim which We may reasonably require.

If We have the right to recover any amount payable under this Policy from any other person, You must co-operate with Us in any action We may take.

2. **Proof of value or ownership**

When You make a claim for loss or damage to any item insured by this Policy We will ask You to provide evidence of value and ownership of the property. Receipts, valuations, photographs and instruction manuals will assist You to prove that You owned the item and prove its value.

3. **End of cover following a total loss claim**

If We accept a claim and pay an amount which:

- (a) is equal to or greater than the total Sum Insured for any single part of the Policy on the insured property; or
- (b) is sufficient to pay You for the total loss or destruction of all the insured property under a single part of the Policy, cover under that particular part of the Policy will end.

4. **Payment of unpaid premium following a total loss claim**

If We accept Your claim and pay You the total Sum Insured for Your property:

- the amount of any unpaid premium for the Period of Insurance will be deducted from the amount payable to You,
- if We replace or rebuild the property, You must pay Us or Our representatives the balance of any unpaid premium or instalments for the Period of Insurance.

5. **Our rights of recovery**

We have the right to recover from any person, where permitted by law, the amount of any claim payable to You under this Policy and We will have full discretion in the conduct, settlement or defence of any claim in Your name. If We recover more than the amount We paid to You on Your behalf, We will pay You the balance.

6. **GST**

We will adjust Your claims payment in accordance with the GST provision detailed under “Conditions of cover” “GST Notice”.

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## Other Information

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### Renewal procedure

Before this Policy expires We will advise You in writing if We are prepared to renew by sending a renewal invitation advising the amount payable to renew the Policy. Alternately, We will advise if renewal will not be offered.

This document also applies to any offer of renewal We may make, unless We tell You otherwise. It is important that You check the information shown before renewing each year to satisfy Yourself that the details are correct.

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### Your Duty of Disclosure

We rely on the information You provide Us with, to decide whether to insure You and the terms on which We will insure You. To comply with Your duty of disclosure when first entering into an insurance contract with Us, You must tell Us everything You know and that a reasonable person in the circumstances could be expected to tell Us, in answer to the questions We ask You. This applies to every person insured under the policy.

If You fail in Your duty of disclosure, We may reduce or deny any claim You make or cancel Your policy. If You fraudulently keep information from Us or deliberately make false statements, We may avoid Your contract and treat Your insurance as if it never existed.

To comply with Your duty of disclosure when You vary, renew, extend, reinstate or replace Your policy, You must tell Us everything that You know, and which a reasonable person in the circumstances could be expected to know, is relevant to Our decision whether to insure You and, if so, on what terms. You do not have to tell Us anything that is common knowledge that We should know through Our business, that reduces the risk of a claim or that We tell You We do not need to know.

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### How We protect Your privacy

We are bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and comply with the Privacy Act 1988 (Cth). We are committed to ensuring that all Our business dealings comply with the APPs and acknowledge the importance of keeping personal details for individuals confidential and secure.

We collect personal information for the purpose of providing insurance, including arranging insurance, policy administration and claims handling. Without this information, We are not able to provide You with the services You require.

If You would like a copy of Our privacy policy, would like to seek access to or correct Your personal information, or opt out of receiving materials We send, please contact Us.

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## Dispute resolution process – helping You solve any problems

We welcome every opportunity to resolve any concerns You may have with Our products or service. In the first instance contact Us directly or Your insurance broker if applicable.

If Your concern is still not resolved to Your satisfaction please write to Our Internal Dispute Resolution Committee at:

The Hollard Insurance Company Pty Ltd  
Internal Dispute Resolution Committee  
Locked Bag 2010, St Leonards NSW 1590

or email [resolution@hollard.com.au](mailto:resolution@hollard.com.au) or call 02 9253 6600.

Your concern will be investigated by an officer with full authority to deal with the complaint and You will be informed of the outcome within fifteen working days of receiving Your concern. If Your concern still remains unresolved to Your satisfaction or has not been resolved within 45 days, You may refer the matter to the Financial Ombudsman Service (FOS) subject to its terms of reference, which acts as Our external dispute resolution provider. FOS is an independent body and its service is free to You. FOS can be contacted via:

post GPO Box 3, Melbourne, Victoria 3001  
web [www.fos.org.au](http://www.fos.org.au)  
email [info@fos.org.au](mailto:info@fos.org.au)  
phone 1300 78 08 08

A decision of FOS is binding on Us (up to specified jurisdiction limits). A decision of FOS is not binding on You and You have the right to seek further legal assistance.

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## General Insurance Code of Practice

Hollard is a signatory to the General Insurance Code of Practice. The objectives of this Code are to:

- commit Us to high standards of service;
- promote better, more informed relations between Us and You;
- maintain and promote trust and confidence in the general insurance industry;
- provide fair and effective mechanisms for the resolution of complaints and disputes between Us and You; and
- promote continuous improvement of the general insurance industry through education and training.

You can obtain a copy of the Code from the Insurance Council of Australia website [www.insurancecouncil.com.au](http://www.insurancecouncil.com.au) or by phoning (02) 9253 5100.

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## Financial Claims Scheme

Hollard is an insurance company authorised under the Insurance Act 1973 (Insurance Act) to carry on general insurance business in Australia by the Australian Prudential Regulation Authority (APRA) and is subject to the prudential requirements of the Insurance Act. The Insurance Act contains prudential standards and practices designed to ensure that, under all reasonable circumstances, financial promises made by Hollard are met within a stable, efficient and competitive financial system.

The protection provided under the Financial Claims Scheme legislation applies in relation to Hollard and the policy. If Hollard were to fail and were unable to meet their obligations under the policy, a person entitled to claim under the policy may be entitled to payment under the Financial Claims Scheme (access to the Scheme is subject to eligibility criteria). Information about the Financial Claims Scheme can be obtained from the APRA website at [www.apra.gov.au](http://www.apra.gov.au) or the APRA hotline on 1300 55 88 49.

Hollard is exempted from the requirement to meet the compensation arrangements Australian financial services licensees must have in place to compensate retail clients for loss or damage suffered because of breaches by the licensee or its representatives of Chapter 7 of the Corporations Act. Hollard has compensation arrangements in place that are in accordance with the Insurance Act.





## HOLIDAY UNIT INSURANCE POLICY WORDING VALUE PLUS

### SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

Preparation Date: 1/11/2018

This Supplementary Product Disclosure Statement (Supplementary PDS) updates, and should be read in conjunction with the Holiday Unit Insurance Product Disclosure Statement (HUIWDG H (11-14)). These documents together with your current Certificate of Insurance make up the terms and conditions of your insurance contract with SGUA. Your current Certificate of Insurance outlines the cover you have chosen.

The information as detailed below relates only to changes that have been made to the existing Product Disclosure Statement (HUIWDG H (11-14))

Summary of Available covers is amended to read:-

| Cover Type                   |   |
|------------------------------|---|
| Section 1 - Contents         | This covers You for damage to Contents at the situation caused by Defined Events up to <b>\$60,000</b> and provides a number of automatic benefits, including legal liability cover of \$20,000,000 |
| Section 3: Damage by Tenants | This covers You up to <b>\$60,000</b> for damage arising from deliberate, intentional, malicious or accidental damage done to the Building or Contents by the Tenant                                |

Words with special meanings is extended to include:-

**“Accidental Damage”** means a sudden and unexpected unintentional loss or damage, provided that the loss or damage is not already covered by, or able to be insured by, or is not excluded by any other covers of the policy irrespective of whether or not You have elected to insure under any or all of these covers..

#### Section 1- Contents

What are Contents? Is amended to read:-

‘ In this Policy the term “Contents” means property which is contained in the dwelling, and/or garages only (which does not include property contained in open carports, outhouses, lean-tos or in the open air, except barbecues and swimming pools not permanently fixed) all of which not exceeding an amount of **\$60,000** in total and which belongs to You (or for which You are legally liable)

#### Types of loss or damage for which Your Contents are covered (Defined Events)

Is amended to read:-

This insurance will cover You if You suffer physical loss or physical damage to the Contents caused by any of the following events which occur during the Period of Insurance. The most We will pay for all claims under this Section is **\$60,000**:

10. **Loss of or damage to any part(s) of household electrical machines**, unless they are excluded below, forming part of Contents caused by the actual burning out of such part(s) by the electrical current running through it.

**We will not cover You** for:

- (i) loss or damage to radios, televisions, video or sound recording or playing equipment, computers and ancillary equipment and microwave ovens;
- (ii) loss of use, depreciation, wear and tear;
- (iii) electrical contacts at which sparking or arcing occurs in ordinary working;
- (iv) lighting or heating elements, fuses or protective devices.

**If the lost or damaged item is over 5 years old at the time of the loss or damage, each claim under this Defined Event 10 will be reduced by 7% for each full year since the manufacture of the item for which a claim is admitted.**

11. **Accidental Damage** but excluding Accidental Damage caused by Tenants or their guests (see below Section 3 "Damage by Tenants).

There is no cover under Accidental Damage for loss or damage caused by or arising directly out of:

12. the actions of cleaning;
13. heat, smoke or soot when the Contents have not caught fire;
14. tree and plant roots;
15. loss or contamination of water in swimming pools, spas or water tanks or similar structures;
16. damage to swimming pools or similar structures.

Excess

Claims under this Defined Event 11 are subject to an excess payable by You of \$250.

**Section 3: Deliberate Damage by Tenants**

is amended to read "**Damage by Tenants**".

Your Schedule shows if You have Damage by Tenants cover.

**What is Damage by Tenants**

We will insure You for loss to Your Buildings and/or Contents arising from Deliberate, Malicious, Intentional or Accidental Damage by Tenants.

The maximum amount We will pay under this Section 3 arising out of any one event is **\$60,000**

**What is not Damage by Tenants**

Is amended to delete (f) "accidental or unintentional damage"

**Accidental Damage caused by Tenants**

Occurring during the period of insurance

The following sub-limits apply to any one claim under this section:

- i. Floorcoverings (including floating floors)  
\$1,500;
- ii. Painting \$1,000;
- iii. Window Treatments \$1,000;
- iv. Bench tops and vanity tops \$1,500;

unless more specifically insured elsewhere in this Policy.

However, this excludes loss or damage caused by or arising directly out of:

1. the actions of cleaning;
2. heat, smoke or soot when the Building or Contents have not caught fire;
3. tree roots;
4. poor housekeeping by Your Tenants or a member of Your Tenant's family or Your Tenant's guests. Poor housekeeping includes costs associated with the Tenants' untidy unclean or unhygienic living habits;
5. loss or contamination of water in swimming pools, spas or water tanks or similar structures;
6. Damage to swimming pools or similar structures;
7. Scorching except as covered below.

Excess

Accidental damage claims under this section are subject to an excess payable by You of \$250 for each event, not exceeding a maximum of \$500 for each claim

**Scorching** caused by cigarettes, irons or hot cooking pots/ pans.

This cover only applies to:

- a. Carpet, but only in the room where the loss or damage occurred; or
- b. Bench/vanity tops, but only to the section of bench/vanity top that was damaged.

#### Excess

Claims under Scorching are subject to an excess payable by You of \$100 for each

event. **How We will settle Your claim for Damage by Tenants**

Is amended to read:

1. We will pay You for the actual amount of **Damage by Tenants** You have suffered.
2. We will pay the cost of reinstatement of property destroyed or damaged to a condition substantially the same as but not better than its condition when new up to the sum insured stated on Your Schedule, which includes the additional costs necessary to comply with government or local by-laws. We will pay the replacement cost of any item of furniture or home electrical appliance (other than clothing and household linen) lost destroyed or damaged provided that the item is not more than 20 years old at the time of the loss destruction or damage. Replacement cost means the cost of replacing or repairing to a condition substantially the same as the condition of the item when new up to the sum insured stated on Your Schedule.

#### **Provided that**

- i. cover in respect of carpets wall floor and ceiling coverings internal blinds and curtains is restricted to the room or rooms in which loss or damage occurs;
  - ii. reinstatement or repair is effected without undue delay;
  - iii. the property is maintained in good condition;
  - iv. until a sum equal to the cost of reinstatement or replacement has been actually incurred Our liability will be limited to the present value of the property destroyed or damaged
3. We will not pay a claim for **Damage by Tenants** until such time as any monies collected as a security deposit or bond are legitimately exhausted

#### **Dispute resolution process – helping You solve any problems**

Is amended to read:

In the event that you are dissatisfied with or have a complaint in relation to the claim decision, you may request that the matter be referred to the Internal Dispute Resolution Committee, the details of which are as follows:

The Hollard Insurance Company Pty Ltd  
Internal Dispute Resolution Committee  
Locked Bag 2010, St Leonards, NSW 1590  
**Email:** resolution@hollard.com.au  
**Contact:** (02) 92536600

Your concern will be investigated by an officer with full authority to deal with the complaint and You will be informed of the outcome within (45) business days of receiving Your concern.

If you are not satisfied with our response, you may lodge a complaint:

- With the Australian Financial Complain Authority:
- **Online:** [www.afca.org.au](http://www.afca.org.au) <<http://www.afca.org.au>>  
**Email:** [info@afca.org.au](mailto:info@afca.org.au) <<mailto:info@afca.org.au>>  
**Phone:** 1800 931 678  
**Mail:** Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

UKAWA PTY LTD ABN 59 009 357 582 t/as

## **St George Underwriting Agency**

AFS Licence No. 236663

449 Yangebup Road, Cockburn Central WA 6164 | P O Box 3701, Success WA 6964  
tel: 08 9417 8501 | fax: 08 9417 9294 | email: [admin@sgua.com.au](mailto:admin@sgua.com.au)