



# Share Cover

**Product Disclosure  
Statement**

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Sharecover is issued by Insurance Australia Limited, ABN 11 000 016

722, AFS Licence Number 227681 trading as Sharecover Enterprises

[www.sharecover.com](http://www.sharecover.com)

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## ShareCover Product Disclosure Statement

ShareCover is issued by Insurance Australia Limited, ABN 11 000 016 722, AFS Licence Number 227681 trading as ShareCover Enterprises

You can contact Us in relation to this insurance by:

E-mail: [contact@sharecover.com](mailto:contact@sharecover.com)

Post: ShareCover Enterprises, Level 3, 2/201 Sussex St, Sydney, NSW 2000.

Website: [www.sharecover.com](http://www.sharecover.com)

This Product Disclosure Statement ('PDS') tells You about this insurance and is designed to help You make an informed choice before buying this insurance. This PDS explains Your cover, what happens in the event of a claim, and what You need to do when You insure with Us. It is important that You read this document and the Certificate, understand the cover provided, make sure all the information is correct and if You need to change anything, contact Us.

From time to time We will need to update this PDS. If the update results in a material change from the PDS You hold, We will send You another PDS or a supplementary PDS. You may request a copy of the PDS free of charge at any time by contacting Us.

ShareCover Enterprises may pay remuneration to insurance intermediaries when We issue, renew or vary a Policy the intermediary has arranged or referred to Us. The type and amount of remuneration varies and may include commission and other payments. If You require more information about remuneration We pay Your intermediary You should ask Your intermediary.

### IMPORTANT INFORMATION

#### Summary of what You are covered for

ShareCover is designed to address the needs of home owners and renters who are renting out all or part of their residence to Guests for Temporary Residential Accommodation on a Recognised Platform. ShareCover provides cover for Your Home and its Contents whilst being used as Temporary Residential Accommodation for loss or damage that is directly caused by a

Guest's (or a Guest's visitor's) act or omission. This includes risks such as theft, malicious and accidental damage directly caused by a Guest or a Guest's visitor.

The policy provides insurance cover while a Guest is in Temporary Residential Accommodation in your Home. The cover includes:

- Home and Contents insurance (see **IMPORTANT NOTE** below);
- cover for liability that may arise from a Personal Injury or Damage to Property claim (see **IMPORTANT NOTE** below); and
- loss of rental income within the limits set out in this PDS.

### IMPORTANT NOTE

ShareCover provides cover only in relation to loss or damage caused by certain listed events directly caused by a Guest's (or a Guest's visitor's) act or omission. It does not cover any loss or damage caused by a natural peril or disaster, including but not limited to storm, tempest, lightning, thunderbolt, hail, earthquake, Flood, cyclones, tidal surge, tsunami, action of the sea, high water, erosion, landslide, subsidence, bushfires and other catastrophic weather events unless, and only to the extent that, the Strata Property Natural Perils Cover applies to Your Policy. Your policy does not cover any loss of damage caused by impact by debris from space, aircraft, rockets or satellites.

ShareCover will also not insure:

- spaces that have not been recognised as a habitable environment by government authorities (e.g. tree houses);
- spaces that are being sub-let without written consent from the landlord or Owner;
- any property that the relevant local government, council or government authority does not permit to be used as tourist, visitor or other short term or temporary accommodation;
- licensed hotels, motels, resorts, inns, or similar licensed venues for accommodation; or
- spaces that are rented through a digital website that does not carry out Verification Checks on the Guest making the booking on the Recognised Platform.

The most We will pay for loss or damage to Your Home is the sum insured for 'Building Cover' on the Certificate. There are other limitations in what We will pay including:

- up to \$25,000 for theft or attempted theft of or from Your Home or Contents;
- up to \$10 Million liability cover;
- up to the lesser of \$15,000 or 3 months for loss of rental income or temporary accommodation from when the listed event took place;
- up to \$5,000 each for riot or civil commotion and in legal fees for identity theft;
- \$500,000 under the Strata Property Listed Events Cover; and
- specified amounts under the Strata Property Additional Benefits Cover.

If You rent Your Home under a Lease:

- You must obtain written consent from the Owner for the Home to be used as Temporary Residential Accommodation; and
- if You take out cover for the Home building under this Policy, any cover You have under the Listed Events Cover or the Strata Property Listed Events Cover or the Strata Property Natural Perils Cover (if applicable) for the Home building will cover only the Owner and any benefit, and any settlement of any claim under this Policy in relation to loss or damage to the Home building will be payable to and for the benefit of the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim; and
- if a claim is made under this Policy by or on behalf of the Owner for loss or damage to the Home building, You must consent to Us communicating with the Owner in relation to the claim and You must provide Us with all information and assistance We may require in a timely fashion in order that we may do so.

If You rent the Home under a Lease, Your legal liability cover for all claims against You or Your Family by the Owner for loss or damage to the Home building caused by any of the events listed in the Listed Events Cover is limited to the sum insured for 'Building Cover' on the Certificate.

Your Policy only applies for a period of Temporary Residential Accommodation during the Period of Insurance specified on the Certificate. You can choose between types of cover under this Policy.

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AFS Licence Number 227681 trading as ShareCover Enterprises

A 'Pay-per-night policy' will cover You only for a single period of Temporary Residential Accommodation of 90 days or less. We will not offer renewal of a 'Pay-per-night policy'. If You seek insurance cover for another period of Temporary Residential Accommodation outside the Period of Insurance of a 'Pay-per-night policy', You must apply for this by accessing Your account at [www.sharecover.com](http://www.sharecover.com) or contacting Us.

A '6 month policy' will cover You for any periods of Temporary Residential Accommodation of 90 days or less during the six month Period of Insurance noted on Your Certificate. A '12 month policy' will cover You for any periods of Temporary Residential Accommodation of 90 days or less during the 12 month Period of Insurance noted on Your Certificate. We may offer You renewal of a '6 month policy' or '12 month policy'.

The type of policy You have selected will be shown on Your Certificate.

It is Your responsibility to ensure that the type of policy You have is appropriate to Your needs and the amount of insurance cover You purchase accurately reflects the cost to replace Your Home and Contents in the event of a claim. You may be required to show proof of this in the event of a claim.

We are only liable to compensate You for the true cost of repairing or replacing Your Home and Contents or pay You the sum insured or other amount specified in the Policy, whichever is lower, for loss or damage covered under this Policy.

This is only a summary of Your cover. It is important that You read the PDS in full and Your Certificate to ensure that You understand the limitations of Your cover.

### Code of Practice

We have adopted the General Insurance Code of Practice because We are serious about the standard of service We give You. Learn more about the Code at [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

## Things You need to tell Us

There are things You need to tell Us or We may refuse or reduce a claim or cancel Your Policy. We may cancel or change the terms of Your Policy if Your circumstances change.

You must advise Us:

- if You rent the Home under a Lease;
- of the expected dates of occupancy for a 'Pay-per-night policy';
- of the Recognised Platform the Guest has booked on and evidence of the listing including Verification Checks; and
- if there is or will be any material change related to the Home or the nature of the risk including building work and new Guests during a period of Temporary Residential Accommodation and during the Period of Insurance.

## Premium

If We accept Your application for this insurance, You must pay the Premium shown on the Certificate for this Policy.

### *How We calculate Your Premium*

We determine Your Premium by considering a number of factors including but not limited to: the location of Your Home; the type and amount of cover You require; the Excess You select; and Your relevant claims and insurance experience. Factors that increase the risk to Us generally increase the Premium (e.g. a higher sum insured or a lower Excess) and those that lower the risk generally reduce the Premium (e.g. a lower sum insured or a higher Excess). If You have any queries about this, please contact Us.

Your Premium also includes amounts that take into account Our obligation (actual or in some cases estimated) to pay any relevant compulsory government charges, taxes or levies (for example, stamp duty, GST and fire services levy).

Your Premium together with the actual amount of these individual charges, taxes or levies will be shown on the Certificate.

## How to pay Your Premium

You must provide Your credit card or other required payment details when You take out Your ShareCover insurance Policy.

If 'Pay-per-night policy' is shown on Your Certificate, We will automatically deduct the full amount of Your Premium at the time You take out the Policy from the account You nominated when You took out Your Policy.

If '6 month policy' or '12 month policy' is shown on Your Certificate, You can pay Your Premium upfront or by monthly instalments by direct debit from an account or credit card You nominated when You took out Your Policy.

Your current Certificate shows the Premium amount You need to pay and the due date for Your upfront Premium or for each monthly instalment.

If You pay Your Premium upfront, We will deduct the full amount of Your Premium at the time You take out the Policy from the account You nominated when You took out Your Policy.

If you pay Your Premium by instalments:

- You authorise us to deduct these amounts by direct debit from the account or credit card you have nominated for instalment deductions.
- an instalment is unpaid if it is dishonoured, rejected, not received or We are otherwise unable to deduct it from the nominated credit card or account; and
- if any instalment remains unpaid for a month after its due date, Your Policy will be cancelled at the end of the one month period.

## Excess

Your Excess is the amount You must contribute towards each claim made under this Policy. You do not need to pay an Excess for claims under the Liability Cover. Your Excess(es) will be shown on the Certificate. You only have to pay one Excess on claims You make under this Policy that arise out of the one event.

You may select the amount of Your Excess(es) at the time You apply for the Policy. When You select a higher Excess amount, We will normally reduce Your Premium. We will advise You of the amount of the Excess(es) at the time of Your application for this Policy.

### Changes to Your Policy

If You wish to change any details of Your Policy, You must access Your account at [www.sharecover.com](http://www.sharecover.com) or contact Us at <https://sharecover.com/contact> or [contact@sharecover.com](mailto:contact@sharecover.com). If We accept the changes, We will provide You with an updated Certificate that will confirm the change and advise You of any additional Premium payable or refund You will receive for such change.

### Cooling off and cancellation

The Policy only provides cover during the Period of Insurance as shown on the Certificate.

If the Period of Insurance for Your Policy is less than six months, the Policy will only become active on the first day of a Guest's scheduled period of Temporary Residential Accommodation shown as the Period of Insurance on the Certificate.

If the Period of Insurance for Your Policy is six or 12 months, the Policy will only become active on the first day of the Period of Insurance on the Certificate.

You have 21 days (the 'cooling off' period) after You purchase Your Policy to change Your mind and tell Us that You want to cancel the Policy. We will refund Your Premium so long as:

- You have not made a claim; and
- You tell Us before the first day of a Guest's scheduled period of Temporary Residential Accommodation.

If the Period of Insurance for Your Policy is less than six months You may cancel Your Policy at any time prior to the first day of a Guest's scheduled period of Temporary Residential Accommodation by accessing Your account at [www.sharecover.com](http://www.sharecover.com) or contacting Us.

If the Period of Insurance for Your Policy is six or 12 months, You may cancel Your Policy at any time by accessing Your account at [www.sharecover.com](http://www.sharecover.com) or contacting Us. Your cancellation will be effective from the date of cancellation. If You pay Your Premium upfront, We will refund Your Premium for the period after cancellation. If You pay Your Premium by instalments, We will not charge You any further instalments from the time You cancel Your Policy, but We will not refund any instalment Premiums already paid. You will also be required to pay any Premium amount outstanding at the time of cancellation.

We may only cancel Your Policy in accordance with the *Insurance Contracts Act 1984 (Cth)* including if You do not comply with the Policy terms and conditions. If We cancel Your Policy, We will inform You in writing and We will refund Your Premium for the period after cancellation.

### Renewal and expiry

Your Policy only applies for a period of Temporary Residential Accommodation during the Period of Insurance specified on the Certificate.

If 'Pay-per-night policy' is shown on Your Certificate, Your Policy will expire at the end of the Period of Insurance specified on the Certificate and We will not offer renewal of Your Policy. If You seek insurance cover for a time outside the Period of Insurance of a 'Pay-per-night policy', You must apply for this by accessing Your account at [www.sharecover.com](http://www.sharecover.com) or contact Us.

If '6 month policy' or '12 month policy' is shown on Your Certificate of Insurance, at least 14 days prior to expiry of Your Policy We will give You notice in writing of the date and time at which Your Policy will expire and advise You if We are prepared to renew Your Policy. If We offer to renew Your Policy, You must pay the Premium shown on the renewal notice by the due date shown on the renewal notice.

### Electronic communications

In taking out this Policy, You have consented to all notices under the Policy being provided electronically to the email address You have provided to Us.

## Goods & Services Tax (GST)

All the benefits listed in this Policy include GST. If We cash settle a claim, Our claim payment will be based on a GST inclusive cost. However, if You are or would be entitled to claim any input tax credits for Your Home and Contents, We will reduce any claim by the amount of such input tax credits. If You (or any party entitled to a benefit under this Policy) are entitled to any input tax credit, You must tell Us the extent of Your entitlement.

## Interested parties

If You (or the Owner if You rent the Home building under a Lease) have used all or part of the Home as security for a loan with a credit provider, e.g. a mortgage provider, You must provide Us with information about this credit provider in the event that You make a claim for loss or damage to the Home, and if We pay a cash settlement for a claim We may pay the credit provider in full or part settlement of Your claim. Please see 'Credit providers' rights' section.

## Complaints

### *What to do if You have a complaint*

We understand that occasionally issues may arise and You may have a complaint. We take complaints seriously and have a process through which We seek to resolve them. We will try to resolve Your complaint through the process outlined below and aim to work within the given timeframes to **resolve the complaint**. If Your complaint is not resolved within 45 days, You may wish to access external review options.

### *Step 1. Please contact Us*

The first thing You should do is contact Us about Your concerns. Please provide Us with the best telephone number or e-mail address to reach You at. One of Our consultants will be in touch to try and resolve the complaint for You. If not, they will refer You to, or You may request to speak to a manager.

E-mail: [contact@sharecover.com](mailto:contact@sharecover.com)

Web: <https://sharecover.com/contact>

The consultant or manager will attempt to respond to Your complaint as soon as possible. If they require more information, they will aim to respond within 15 business days of receipt of Your complaint.

### *Step 2. Contact Customer Relations*

If the manager cannot resolve Your complaint, You may request the matter be referred to Our Customer Relations area or You can choose to contact them via the following options:

Telephone: 1800 045 517

E-mail: [customer.relations@iag.com.au](mailto:customer.relations@iag.com.au) – Attention: Customer Relations

Mail: Customer Relations

Reply Paid 62759

Sydney NSW 2000

Free post (no stamp required)

Customer Relations will treat Your complaint as a dispute and assign one of their staff members to conduct an independent review of the matter. Customer Relations will contact You with a decision usually within 15 business days of receiving Your dispute.

### *3. Seek an external review*

If You are unhappy with the decision, You may wish to seek an external review with the Australia Financial Complaints Authority (AFCA):

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

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

Phone: 1800 931 678

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

## Privacy

We use information provided by You to allow Us to offer Our products and services. This means that We may need to collect Your personal information, and sometimes sensitive information about You as well. We will collect this information directly from You where possible, but there may be occasions when We collect this information from someone else.



We will only use Your information for the purposes for which it was collected, other related purposes or as permitted or required by law. You may choose not to give Us Your information, but this may affect Our ability to provide You with insurance cover.

We may share this information with companies within Our group, government and law enforcement bodies if required by law and approved entities who provide services to Us or on Our behalf, some of which may be located outside of Australia.

For more details on how We collect, store, use and disclose Your information, please read Our Privacy Policy located at <https://sharecover.com/privacy.html>.

By applying, using or renewing any of Our products or services, or by providing Us with Your information, You agree to this information being collected, held, used and disclosed as set out in the Privacy Policy. Our Privacy Policy also contains information about how You can access and seek correction of Your information, complain about a breach of the privacy law and how We deal with Your complaints.

### Subrogation

Subject to the *Insurance Contracts Act 1984 (Cth)*, We have the right to recover any amount paid by Us from any person You (or the Owner if You rent the Home under a Lease and We pay a settlement to or on behalf of the Owner) may be able to hold liable (this is termed a subrogation right) and:

- We will have full discretion in the conduct, defence or settlement of any claim and the right to take any action in Your name (or the Owner's name if appropriate);
- You (or the Owner if appropriate) will provide Us with all documents and information We require to conduct any action in Your name; and
- You (or the Owner if appropriate) and any other party entitled to recovery under the Policy must provide Us with all information and co-operation We may require in a timely fashion when requested by Us.

### Financial Claims Scheme

You may be entitled to payment under the financial claims scheme in the unlikely event that IAL becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from <http://www.fcs.gov.au>.

### Claims payment and Excess payment examples

The following examples are designed to show how a claim payment might be calculated and what amount You may be required to pay. These are examples only, do not cover all scenarios or benefits and do not form part of the Policy terms and conditions.

#### *Claim example 1 – loss or damage to Your Home*

You have insured Your Home that You own with a sum insured of \$400,000 and an Excess of \$300 applies to Your Policy. During a period of Temporary Residential Accommodation shown on the Certificate, the living room floor, walls and roof of Your Home are damaged by a fire caused by a Guest. We accept Your claim and assess the cost to repair the damage to be \$30,000. If We arrange a contractor to repair the damage, We would pay the repairer \$29,700 being the cost of repairs less the Excess. You would pay the \$300 Excess direct to the repairer.

If We agree to pay You a cash settlement, We would pay You \$29,700 being the amount of \$30,000 it would cost Us to repair Your Home less the Excess of \$300.

#### *Claim example 2 – loss or damage to Your Contents and Portable Contents*

You have insured Your Contents with a sum insured of \$80,000 and an Excess of \$300 applies to Your Policy. During a period of Temporary Residential Accommodation shown on the Certificate, Your watch, laptop computer and plasma television are stolen by a Guest. The cost to replace: the watch is \$3,000; the laptop is \$3,000; and the television is \$2,000.

We accept Your claim and agree to pay \$7,200 being: \$2,500 to replace the watch as payment for this Valuable Contents item is limited; plus \$3,000 to replace the laptop; plus \$2,000 to replace the television; and less the Excess of \$300.



### *Claim example 3 – liability claim at Your Home*

You have insured Your Home that You own and Contents and an Excess of \$300 applies to Your Policy. During a period of Temporary Residential Accommodation shown on the Certificate, a visitor of Your Guest falls down the stairs in Your kitchen and seriously injures their back. We or a court decide that You are liable for \$300,000 for the claim made against You by the visitor. We settle the visitor's claim for \$300,000 and pay this amount. We also pay Our lawyers \$7,500 to defend the claim on Your behalf. You do not need to pay Us the Excess as it does not apply to claims under the Liability Cover.

### *Claim example 4 – loss of rental income*

You have insured Your Home that You own and Contents and an Excess of \$500 applies to Your Policy. Your Home is advertised and rented out at \$100 per night. During a period of Temporary Residential Accommodation shown on the Certificate Your Home is damaged by a fire caused by a Guest. We agree to cover You for this damage under the Policy. We agree that the Home will be Uninhabitable and Unsafe from the time of damage and for four weeks while the damage is repaired. There are two nights remaining on the current Temporary Residential Accommodation period and You have confirmed bookings for 20 nights during the 4 week repair period.

We assess the cost of the repairs at \$25,500. We arrange for a builder to repair Your Home. You claim for loss of rent.

We pay the builder \$25,500 to repair Your Home. We pay You \$1,700 for 22 nights of loss of rental income (2 nights from your existing booking and 20 nights from future confirmed bookings) at \$100 per night totalling \$2,200 less the Excess of \$500.

### *Claim example 5 – loss or damage to Your Home, Contents and common property at a strata property*

You own Your Home which is an apartment in a complex under a strata title. The body corporate insures the building in which Your apartment is located including the common areas of that building. You have insured Your Contents with a sum insured of \$80,000 and an Excess of \$300 applies to the Listed Events Cover and the Strata Property Listed Events Cover of Your Policy. You

informed Us at the time you applied for the Policy that Your Home was owned under strata title. During a period of Temporary Residential Accommodation shown on the Certificate, the bathroom, entry hall floor, wall and a table within Your apartment are damaged by water overflowing from a bath left running by a Guest. The cost to replace the table is \$500. The cost to repair the damage to the bathroom, entry hall flooring and wall is assessed at \$15,000. The body corporate building insurance will not cover the costs to repair the damage to the bathroom, entry hall floor or wall.

We accept Your claim for damage to the table as Contents under the Listed Events Cover. We pay You \$200 being the amount to replace the table of \$500 less the Excess of \$300. As You informed Us that the Home was owned under strata title and the damage is not covered under the body corporate building insurance, We accept Your claim for damage to the bathroom, entry hall floor and walls under the Strata Property Listed Events Cover. We also pay You \$15,000 being the cost to repair the damage to the bathroom, entry hall floor and wall and carpet. In total We pay You \$15,200 being the claim of \$200 under the Listed Events Cover and the claim of \$15,000 under the Strata Property Listed Events Cover.

If the body corporate insurance did cover the costs to repair the damage to the bathroom, entry hall floor and wall, We would not pay any amount in relation to this aspect of the claim. We would pay only \$200 being the amount to replace the table as Contents of \$500 less the Excess of \$300.

### *Claim example 6 – loss or damage to the Home if You rent the Home under a Lease*

You have insured the Home that You rent under a Lease with a sum insured of \$400,000 and Contents with a sum insured of \$80,000. An Excess of \$500 applies to Your Policy. During a period of Temporary Residential Accommodation shown on the Certificate, the bathroom, living room floor, walls and roof of the Home are damaged by a fire caused by a Guest. When You advise Us of the damage, You confirm that You rent the Home under a Lease and that the Owner wishes to submit a claim for the damage under Your Policy. You provide Us with contact details of the Owner and the Owner provides all information We request in relation to the claim.

We accept the Owner's claim and assess the cost to repair the damage to be \$100,000. We pay the Owner \$99,700 being the amount of \$100,000 it would cost Us to repair the Home less the Excess of \$300. We may seek to recover contribution to the amount paid to the Owner from the Owner's building insurance.

*Claim example 7 – loss or damage from natural perils if the Home is owned under company share, stratum or strata title*

You have insured the Home that You own which is an apartment in a complex under a strata title. The body corporate insures the building in which Your apartment is located including the common areas of that building. You have insured Your Contents with a sum insured of \$80,000, and an Excess of \$300 applies to the Listed Events Cover, Strata Property Listed Events Cover and Strata Property Natural Perils Cover. You have a '6 month policy' shown on Your Certificate. During a period of Temporary Residential Accommodation during the Period of Insurance, a window is broken and a rug and fitted cabinet within Your apartment are damaged by a storm. The cost to repair the window and cabinet and replace the rug is assessed at \$4,500 and the cost to replace the rug is assessed at \$500. The body corporate building insurance will not cover the costs to repair or replace the window or cabinet.

We accept Your claim for damage to the rug as Contents under the Strata Property Natural Perils Cover. We pay You \$200 being the amount to replace the rug of \$500 less the Excess of \$300. As You informed Us that the Home was owned under strata title and the damage is not covered under the body corporate building insurance, We accept Your claim for damage to the window and cabinet under the Strata Property Natural Perils Cover. We also pay You \$4,500 being the cost to repair the damage to the window and cabinet. In total We pay You \$4,700 being the claim of \$200 for Contents and the claim of \$4,500 under the Strata Property Natural Perils Cover.

If the body corporate insurance did cover the costs to repair the damage to the window and cabinet, We would not pay any amount in relation to this aspect of the claim. We would pay only \$200 being the amount to replace the rug as Contents of \$500 less the Excess of \$300.

## LISTED EVENTS COVER

### What is covered and what is not covered under Listed Events Cover

If You rent the Home under a Lease:

- You must obtain written consent from the Owner for the Home to be used as Temporary Residential Accommodation; and
- if You take out cover for the Home under this Policy, any cover You have under the Listed Events Cover for the Home will cover only the Owner and any benefit under and any settlement of any claim under this Policy in relation to loss or damage to the Home will be payable to and for the benefit of the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim; and
- if a claim is made under this Policy by or on behalf of the Owner for loss or damage to the Home, You must consent to Us communicating with the Owner in relation to the claim and You must provide Us with all information and assistance We may require in a timely fashion in order that we may do so.

Under this section of the Policy, We will cover Your Home and Contents for loss or damage occurring during a period of Temporary Residential Accommodation during the Period of Insurance directly caused by any of the following listed events that are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor:

- 1) **fire** but not:
  - a) if the fire was started with the intention to cause damage by You, Your Family, the Owner or someone living with You in Your Home;
  - b) loss or damage from smoke, scorching, burn marks or melting unless Your Home has caught on fire; or
  - c) loss or damage caused to a heat or fire resistant item including but not limited to a cooking appliance if it ignites or combusts.
- 2) **impact** by aerials, masts, flagpoles, satellite dishes, vehicles, watercraft, animals, trees or branches, but not:
  - a) loss or damage to an aerial itself;
  - b) loss or damage caused by tree cutting, lopping or felling on the site of Your Home;
  - c) loss or damage by an animal owned by a Guest or brought into the Home by a Guest or brought into the Home by a Guest's visitor or

- brought into the Home with the consent of a Guest or a Guest's visitor; or
- d) costs to remove a tree or stump unless it caused loss or damage to Your Home.
- 3) **explosion** or landslide or subsidence that immediately follows an explosion but only if there is physical evidence of the explosion and not:
- the item that exploded; or
  - loss or damage caused by any flammable substance kept at or brought into Your Home or the site of Your Home if it is in breach of statutory regulations.
- 4) **theft or attempted theft** but not by You, Your Family, the Owner or any person ordinarily residing in Your Home or someone who enters Your Home with the consent of You or someone ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation. For this event, the most We pay for loss or damage to:
- Your Home is \$25,000; and
  - Your Contents is \$25,000.
- 5) **a deliberate, intentional or malicious act (including vandalism)** but not by You, Your Family, the Owner or someone ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation.
- 6) **bursting, leaking, discharging or overflowing** of a fixed apparatus, fixed tank or fixed pipe but not loss or damage:
- to the apparatus, tank or pipe itself;
  - caused by water leaking from a shower recess or shower base;
  - caused by water from a storm water channel, river or canal;
  - caused by an inadequate drainage or sewerage system;
  - seepage or slow escape of liquid over time; or
  - condensation.
- 7) **riot or civil commotion** including costs that may be incurred from noise complaints and neighbourhood disturbances, but not loss or damage:
- arising more than 72 hours from the commencement of any riot or civil commotion; or
  - caused by You, Your Family, the Owner or someone ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation.

For this event, the most We pay for any loss or damage or costs is \$5,000.

- 8) **identity theft** where a Guest, their visitor or someone who enters Your Home with the consent of a Guest or their visitor has stolen documents or information relating to Your identity or the identity of a member of Your Family or any person ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation during the period of Temporary Residential Accommodation and used the documents or information without Your consent to get a financial benefit.

Under this listed event We will not cover loss or damage or costs from:

- identity theft by Your Family or the Owner or arranged by them; or
- paying a debt which resulted from the identity theft.

For this event, the most we will pay is up to \$5,000 in reasonable legal costs and fees incurred in Australia as a result of the identity theft.

- 9) **accident** but not:
- misplacement or failure to locate any item;
  - damage to retaining walls;
  - damage to electronic equipment or data as a result of an electronic malfunction or failure, a mechanical malfunction or failure, or a virus or processing error;
  - damage caused by inherent and structural defects;
  - damage caused by any animals kept at your Home;
  - damage by any process of cleaning involving the use of chemicals;
  - damage caused by mildew and algae;
  - damage made by water entering Your Home through an opening made for the purpose of alterations, additions, renovations or repairs;
  - damage caused by any process of cleaning involving the use of chemicals; or
  - any claim that might have been covered under any of the listed events 1), 2), 3), 4), 5), 6), 7), 8), or 9) or which is excluded by any of the exclusions to these listed events.
- 10) **accidental breakage of fixed glass, fixed shower base, fixed basin, fixed sink, fixed bath, fixed lavatory pan or fixed cistern** but not:
- loss or damage to an item that broke because heat was applied to it;
  - loss or damage caused by the broken item;
  - any item that is chipped, scratched or damaged prior to the breakage; or

d) loss or damage to water or sewerage pipes.

We will only provide cover under this section of the Policy if You can provide evidence that any loss or damage claimed has been directly caused by a listed event that was caused directly or indirectly by an act or omission of a Guest or a Guest's visitor during a period of Temporary Residential Accommodation.

#### What We will pay for a claim under Listed Events Cover

The maximum amount We will pay for all claims arising from any one event will be the sum insured for 'Building Cover' for Your Home or the sum insured for 'Contents Cover' for Your Contents (as applicable) shown on Your Certificate.

You are required to contribute the amount of the Excess to each and every claim under this section of the Policy.

If We agree to cover a claim for loss or damage to Your Home under this section of the Policy, We will (at Our option):

- 1) arrange for repairers, builders and suppliers to repair or rebuild that part of Your Home that was damaged (whichever is the lower cost);
- 2) pay You (or the Owner if You rent the Home under a Lease) a cash settlement of the amount it would cost Us to repair or rebuild that part of Your Home that was damaged (whichever is lower); or
- 3) pay You (or the Owner if you rent the Home under a Lease) the sum insured for 'Building Cover' on the Certificate for Your Home.

We will only repair the damaged parts of your home. We don't pay for materials to match the undamaged parts of your property to create a uniform appearance.

If You rent the Home under a Lease and We agree to cover a claim for loss or damage to the Home under Your Policy, any cover under the Listed Events Cover for the Home will cover only the Owner and any benefit under and any settlement of any claim under this Policy in relation to loss or damage to the Home will be payable to and for the benefit of the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim.

If We agree to cover Your claim for loss or damage to Your Contents under the Policy, We will (at Our option):

- 1) repair the item of Contents;
- 2) replace the item of Contents with an item the same or of similar type and quality;
- 3) pay You a cash settlement of the amount it would cost Us to repair or replace the item of Contents less a reasonable amount in Our opinion for wear, tear and depreciation;
- 4) provide You with store credits to replace the item of Contents from one of Our suppliers (if You agree); or
- 5) pay You the sum insured for 'Contents Cover' on the Certificate for Your Contents.
- 6) only repair or replace the damaged Contents.

We don't pay for Contents to match the undamaged Contents of your home to create a uniform appearance.

If We agree to cover Your claim for loss or damage to Your Valuable Contents or Portable Contents under the Policy, We will (at Our option):

- 1) repair the item of Valuable Contents or Portable Contents;
- 2) replace the item of Valuable Contents or Portable Contents with an item the same or of similar type and quality; or
- 3) pay You a cash settlement of the amount it would cost Us to repair or replace the item of Valuable Contents or Portable Contents less a reasonable amount in Our opinion for wear, tear and depreciation and subject to the following limitations:
  - a) for Valuable Contents, the maximum amount We will pay for all works of art is \$50,000 in total;
  - b) for Valuable Contents, the maximum amount We will pay for all music, games and movies is \$2,500 in total;
  - c) for Valuable Contents, the maximum amount We will pay for all collections is \$2,500 in total;
  - d) for Valuable Contents, the maximum amount We will pay for all jewellery and watches is \$2,500; and
  - e) the maximum amount We will pay for all Valuable Contents or Portable Contents is \$50,000, in total for all claims arising from any one event.

We will only repair or replace the damaged Valuable Contents or Portable Contents. We don't pay for Valuable Contents or Portable Contents to match undamaged Valuable Contents or Portable Contents of Your Home to create a uniform appearance.

### Guarantee

If We authorise and arrange Our suppliers, repairers or builders to build, repair or reinstate Your Home building, We will guarantee the quality of materials and workmanship of repairs for ten years from completion of the works. This guarantee does not apply to:

- 1) repairs You authorise Yourself;
- 2) any changes You make subsequent to authorised repairs;
- 3) loss, damage or failure of any electrical or mechanical appliance or machine;
- 4) wear or tear that is consistent with normal graduation deterioration of Your Home; or
- 5) situations where the repairs or rebuilding work were not reasonably maintained.

### Credit providers' rights

You (or the Owner if You rent the Home under a Lease) may have used all or part of the Home as security for a loan with a credit provider such as a bank, credit union or other type of lender. If You submit a claim for loss or damage to the Home We will ask whether the Home is used as security for a loan with any credit provider.

When You (or the Owner if You rent the Home under a Lease) use all or part of the Home as security for a loan with a credit provider:

- 1) We treat the Home as being under a mortgage;
- 2) We treat any statement, act, omission or claim by You (or the Owner if You rent the Home under a Lease) as a statement, act, omission or claim by the credit provider; and
- 3) We may recover any payment either in Your name (or the name of the Owner if You rent the Home under a Lease) or the credit provider's name.

We may decide to pay You (or the Owner if You rent the Home under a Lease) a cash settlement for a claim on a mortgaged Home. If so, We will pay the credit provider the lower of these amounts:

- 1) the sum insured for 'Building Cover' on the Certificate; or
- 2) the amount it would have cost Us to repair or rebuild the Home; or
- 3) the balance then owing to the credit provider under the loan or mortgage.

However, We will only pay the credit provider if:

- 1) you advise Us they are an interested party when you submit a claim for loss or damage to the Home; and
- 2) they give Us any help We ask for.

If We make a payment to a credit provider, then the payment discharges Our obligation to You (or the Owner if You rent the Home under a Lease) under Your Policy.

### LIABILITY COVER

#### What is covered and what is not covered under Liability Cover

This Policy covers You and Your Family for legal liability:

- 1) as owner of Your Home; or
  - 2) as occupant of the Home where You rent the Home under a Lease or own Your Home under company share, stratum or strata title,
- to pay compensation for Personal Injury or Damage to Property arising out of an event occurring during a period of Temporary Residential Accommodation during the Period of Insurance at the location of Your Home shown on the Certificate.

We provide cover for up to \$10 Million for all claims arising from any one event. This includes the legal costs for Our lawyers to handle the claim made against You or Your Family.

Provided however, if You rent the Home under a Lease, We will provide cover only up to the sum insured for 'Building Cover' on the Certificate for all claims arising from any one event made against You or Your Family if the claim(s):

- 1) are made by or on behalf of the Owner; and
- 2) relate to or are in any way connected with loss or damage to the Home directly caused by any of the listed events 1)-10 inclusive set out in the

Listed Events Cover that are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor.

Under this Liability Cover You are not covered for:

- 1) Personal Injury to You, Your Family or any person ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation;
- 2) Damage to Property owned by or in the custody, possession or control of You, Your Family or any person ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation;
- 3) any liability claims by or on behalf of the Owner relating to or in any way connected with loss or damage to the Home directly caused by any of the listed events 1)-10) inclusive set out in the Listed Events Cover in excess of the sum insured for 'Building Cover' on the Certificate if You rent the Home under a Lease;
- 4) any liability claims for or arising from:
  - a) any trade, business, occupation or employment other than the Temporary Residential Accommodation carried on by You, Your Family or any person ordinarily residing in Your Home under an arrangement that is not Temporary Residential Accommodation;
  - b) any liability that arises pursuant to or in connection with an agreement to the extent that in that agreement You or a member of Your Family take on a legal liability which You or the member of Your Family would not have had if that agreement had not been made;
  - c) any admission of liability or agreement to accept liability for a claim by You or Your Family;
  - d) Personal Injury to any person employed by You under a contract of service;
  - e) the transmission of any disease by You or Your Family;
  - f) the legal liability of You as owner or occupier of any house, land or property other than Your Home or the location of Your Home shown on the Certificate;
  - g) any civil or criminal penalties, fines, exemplary or aggravated or punitive or multiple damages;
  - h) any intentional act or omission by You or Your Family or anyone acting with the consent of You or Your Family or any act or omission with reckless disregard for the consequences;

- i) any deliberate or unlawful act of You, Your Family, any person ordinarily residing in Your Home or a person acting with Your consent to commit the unlawful act;
- j) using, owning or operating a vehicle, aircraft or watercraft;
- k) an incident caused by an animal except an animal kept at Your Home or a domestic animal;
- l) an incident caused by a dog if a relevant authority has declared it to be a dangerous dog;
- m) vibration, removal, weakening or interference with any land, buildings or other property;
- n) any professional, recreational or amateur sporting activity;
- o) the supply of any alcohol or drugs; or
- p) the discharge, dispersal, release or escape of pollutants, waste materials or other irritants and contaminants on or into a lane, the atmosphere or any watercourse or body of water.

## LOSS OF RENTAL INCOME COVER

### What is covered and what is not covered for Loss of Rental Income Cover

If Your Home or Contents are so damaged by an event for which We have agreed to cover You under this Policy that Your Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent, We will cover You for the loss of rent You incur as a direct result of confirmed bookings that are cancelled due to the damage, at the same rate and for the same period of time confirmed in those bookings.

Neither You nor any other party is covered under this Loss of Rental Income Cover if You rent the Home under a Lease.

We will stop paying under this Loss of Rental Income Cover at the earliest of:

- 1) three (3) months from the date of damage;
- 2) when We determine that Your Home is habitable or safe to provide Temporary Residential Accommodation;
- 3) when We pay You the amount it would cost Us to repair the damage;
- 4) when We pay You the sum insured for 'Building Cover' or the sum insured for 'Contents Cover' on the Certificate (as applicable); or



5) We pay You \$15,000 under this Loss of Rental Income Cover.

## TEMPORARY ACCOMMODATION COVER

### What is covered and what is not covered for Temporary Accommodation Cover

If Your Home or Contents are so damaged by an event for which We have agreed to cover You under this Policy that Your Home is Uninhabitable and Unsafe, and Your Home is Your primary residence We will cover You for the reasonable cost for You and Your Family to rent a comparable house or apartment in a nearby location for as long as Your Home is Uninhabitable and Unsafe as a direct result of the damage.

We will stop paying under this Temporary Accommodation Cover at the earliest of:

- 1) three (3) months from the date of damage;
- 2) when Your Home becomes habitable or safe;
- 3) when We pay You the amount it would cost Us to repair the damage;
- 4) when We pay You the sum insured for 'Building Cover' or the sum insured for 'Contents Cover' on the Certificate (as applicable);
- 5) the date the Lease expires if You rent the Home under a Lease; or
- 6) We pay You \$15,000 under the Temporary Accommodation Cover for any one claim.

## STRATA PROPERTY LISTED EVENTS COVER

### What is covered and what is not covered for Strata Property Listed Events Cover

If, and only if, the Home is owned or rented under a Lease by You and the Home is owned under company share, stratum or strata title, You will be covered for loss or damage to Your Home under the Listed Events Cover of this Policy subject to the terms of this Strata Property Listed Events Cover. For the purposes of this Strata Property Listed Events Cover only, where used in the Listed Events Cover, "Home" means:

- 1) blinds, curtains and window coverings within the enclosed building at the location shown on the Certificate which is used mainly for domestic purposes; and

- 2) internal fixtures and fittings within the enclosed building at the location shown on the Certificate which is used mainly for domestic purposes.

You are only covered under this Strata Property Listed Events Cover:

- 1) if You informed Us that the Home is owned under company share, stratum or strata title prior to commencement of the Period of Insurance; and
- 2) if the loss or damage is not otherwise covered under any company share, stratum or strata title insurance or other insurance policy of another person; and
- 3) up to a maximum of \$500,000.

If You rent the Home under a Lease:

- 1) this Strata Property Listed Events Cover will cover only the Owner and any benefit under and any settlement of any claim under this Strata Property Listed Events Cover will be payable to and for the benefit of the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim; and
- 2) if a claim is made under this Policy by or on behalf of the Owner for loss or damage to the Home, You must consent to Us communicating with the Owner of the Home in relation to the claim and You must provide Us with all information and assistance We may require in a timely fashion in order that we may do so.

You are required to contribute the amount of the Excess to each and every claim under this Strata Property Listed Events Cover section of the Policy.

## STRATA PROPERTY NATURAL PERILS COVER

### What is covered and what is not covered for Strata Property Natural Perils Cover

This Strata Property Natural Perils Cover applies If, and only if:

- 1) the Home is owned or rented under a Lease by You; and
- 2) the Home is owned under company share, stratum or strata title; and
- 3) You informed Us that the Home is owned under company share, stratum or strata title prior to commencement of the Period of Insurance; and
- 4) relevant loss or damage is not otherwise covered under any company share, stratum or strata title insurance or other insurance policy of another person; and

- 5) the Period of Insurance for Your Policy is six or 12 months.

For the purposes of this Strata Property Natural Perils Cover only, "Home" means:

- 1) blinds, curtains and window coverings within the enclosed building at the location shown on the Certificate which is used mainly for domestic purposes; and
- 2) internal fixtures and fittings within the enclosed building at the location shown on the Certificate which is used mainly for domestic purposes.

Under this Strata Property Natural Perils Cover, You will also be covered for loss or damage to Your Home and Contents occurring during a period of Temporary Residential Accommodation during the Period of Insurance directly caused by any of the following events:

- 1) bushfire but not:
  - a) smoke damage caused by smoking of cigarettes, pipes, cigars, vapes or any drug use; or
  - b) If the fire was started with the intention to cause damage by You, Your Family, the Owner or someone living with You in Your Home;
- 2) lightning including power surge caused by lightning but not:
  - a) any claims where the Australian Government Bureau of Meteorology has no record of lightning in the areas where Your Home is located at the time of loss or damage;
  - b) loss or damage without written confirmation from a qualified repairer confirming lightning was the cause of the loss or damage; or
  - c) loss or damage caused by power failures or surges caused by a power provider;
- 3) earthquake or tsunami but not loss or damage:
  - a) caused by actions of the sea or movements of the sea;
  - b) that occurs more than 72 hours after the earthquake or tsunami;
  - c) caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of, an earthquake or tsunami;
- 4) storm or rainwater but not:
  - a) loss or damage caused by Flood;

- b) loss or damage caused by wind, rainwater, hail or snow penetrating the Home as a result of faulty design of the Home or faulty workmanship in its construction;
  - c) loss or damage caused by wind, rainwater, hail or snow penetrating the Home as a result of structural alterations, additions, renovations or repairs;
  - d) loss or damage caused by actions of the sea or movements of the sea;
  - e) loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of, a storm;
  - f) loss or damage due to rust, corrosion, wear, tear or gradual deterioration;
  - g) loss or damage to Contents in the open air;
  - h) loss or damage to the liners or covers of a tank, swimming pool or spa;
  - i) the cost of cleaning mud or clearing debris out of tanks, swimming pools or spas;
  - j) loss or damage to, or the cost of replacing or storing, water from tanks, swimming pools or spas;
  - k) loss or damage to swimming pools and their parts or underground tanks caused by water running down the sides, against the side or getting underneath; or
  - l) loss or damage resulting from failure to maintain property in a good state of repair and to fix damage or deterioration; or
  - m) loss or damage due to a defect that You, or anyone managing the property on Your behalf, were aware of or should reasonably have been aware of;
- 5) Flood but not:
    - a) loss or damage caused by actions of the sea or movements of the sea;
    - b) loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of; Flood;
    - c) loss or damage to water in a tank, swimming pool or spa;
    - d) loss or damage to the liners or covers of any tank, swimming pool or spa;

- e) the cost of cleaning mud or clearing debris out of tanks, swimming pools or spas;
- f) loss or damage to, or the cost of replacing or storing, water from tanks, swimming pools or spas; or
- g) the costs of cleaning any Contents.

You are required to contribute the amount of the Excess to each and every claim under this Strata Property Natural Perils Cover.

If We accept a claim under this Strata Property Natural Perils Cover, We will assess and settle Your claim in accordance with the sections 'What We will pay for a claim under Listed Events Cover', 'Guarantee' and 'Credit providers' rights' in the Listed Events Cover section.

If You rent the Home under a Lease:

- 1) You must obtain written consent from the Owner for the Home to be used as Temporary Residential Accommodation; and
- 2) if You take out cover for the Home under this Policy, any cover You have under the Strata Property Natural Perils Cover for the Home will cover only the Owner and any benefit under and any settlement of any claim under this Policy in relation to loss or damage to the Home will be payable to and for the benefit of the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim; and
- 3) if a claim is made under this Policy by or on behalf of the Owner for loss or damage to the Home, You must consent to Us communicating with the Owner in relation to the claim and You must provide Us with all information and assistance We may require in a timely fashion in order that we may do so.

## STRATA PROPERTY ADDITIONAL BENEFITS COVER

### What is covered and what is not covered for Strata Property Additional Benefits Cover

If, and only if:

- 1) the Home is owned or rented under a Lease by You; and
  - 2) the Home is owned under company share, stratum or strata title; and
  - 3) the Period of Insurance for Your Policy is six or 12 months,
- You will receive the additional benefits listed in this section.

Unless specifically noted, the additional benefits in this Strata Property Additional Benefits Cover section are in addition to the sum insured for 'Contents Cover' for Your Contents (as applicable) shown on Your Certificate.

### Electric motor burnout cover

We will pay up to \$2,000 for the costs to repair or replace any motor in a domestic electrical machine or appliance provided that:

- 1) the electrical machine or appliance forms part of Your Contents; and
- 2) the motor is burnt out by electric current; and
- 3) the motor is burnt out at the location of the Home.

Under this electric motor burnout cover, You are not covered for:

- 1) any costs to replace fuses or protective devices, contact switches or relays, lighting or heating elements, starter switches, other parts where sparking or arcing occurs during their ordinary use;
- 2) loss or damage to:
  - a) mechanical parts of any description;
  - b) computer software or data stored on a computer;
  - c) swimming pools, spas or their water as a result of motor burnout;
- 3) hiring of any replacement machine or appliance;
- 4) any machine or appliance which is not an electric motor;
- 5) mechanical parts which do not carry electrical current;
- 6) lighting or heating elements, fuses or switches of any kind; or
- 7) any amounts that are recoverable under a manufacturer guarantee or warranty.

If the motor is more than five years old, We will deduct from the amount We pay for any replacement parts an amount for depreciation. The amount for depreciation will be 7% of the cost of the replacement parts for each year of age from when the motor was new. For example, if We cover a claim for a motor that is seven years old, We will depreciate it by 49% (7 years x 7%) meaning that if the cost of replacement parts was \$1,000, We would deduct \$490 from the claim for depreciation.

### Glass breakage cover

In addition to the cover provided under the Strata Property Listed Events Cover, You will also be covered for Accidental breakage of glass forming part

of an item of furniture that is Contents that occurs during a period of Temporary Rental Accommodation during the Period of Insurance.

Under this glass breakage cover, You are not covered for:

- 1) glass in clocks, pictures, radios, television sets or visual display units;
- 2) breakage of an item that was already damaged;
- 3) breakage of glass that is only chipped or scratched; or
- 4) breakage that arises from any imperfections in the glass.

If We accept a claim under this glass breakage cover, We will assess and settle Your claim in accordance with the sections 'What We will pay for a claim under Listed Events Cover', 'Guarantee' and 'Credit providers' rights' in the Listed Events Cover section.

Payment under this glass breakage cover is included in the sum insured for 'Contents Cover' shown in your Certificate.

### Change of locks cover

If a Guest has not returned the keys for the Home following a period of Temporary Residential Accommodation during the Period of Insurance, We will pay the reasonable and necessary costs You incur to replace locks at Your Home provided that You have taken all reasonable steps to recover the keys from the Guest prior to making a claim under this change of locks cover.

The maximum amount We will pay for each claim under this change of locks cover is \$250.

### Tax audit cover

We will pay Professional Fees You reasonably and necessarily incur in connection with a Tax Audit relating to the Home insured under this Policy if:

- 1) You are first notified of the Tax Audit during the Period of Insurance, or the Period of Insurance immediately prior to the Period of Insurance, in which the Tax Audit occurs; and
- 2) You are insured under this Policy at the time of the first notification of the Tax Audit; and
- 3) the Tax Audit occurs during the Period of Insurance provided however We will not apply this sub-clause (c) if:

- a) You have sold Your Home and not replaced it; or
  - b) You have sold Your Home and replaced it with another property and that property is insured by Us under this Policy at the time the Tax Audit occurs; and
- 4) the Tax Audit relates to a tax return:
    - a) You lodged no more than 12 months prior to the original inception date of Your Policy; and
    - b) for a financial year that ended no more than three years prior to the first notification date.

Under this tax audit cover, You are not covered for any claim:

- 1) if a tax return or document, which is required to be lodged in relation to the Tax Audit, has not been lodged at all, properly or by the due date;
- 2) in relation to a Tax Audit or other audit by any entity other than the Australian Taxation Office;
- 3) in relation to routine enquiries or enquiries from the Australian Taxation Office which are not identified as being either preliminary to, or relating to, a Tax Audit;
- 4) for Professional Fees or any costs of persons of organisations ordinarily resident outside Australia;
- 5) in connection with a fraudulent or criminal act or omission committed by You or with Your knowledge;
- 6) in relation to a dispute with a professional adviser You have engaged;
- 7) in relation to a dispute over a tax, penalty, levy, cost, interest or fine imposed on You or if the Tax Audit is conducted specifically for the purposes of determining if any fine, penalty or prosecution action should be imposed in connection with any act or omission by You, or in connection with any failure, act or omission arising from, or in connection with, Your statutory obligations;
- 8) in relation to Your unreasonable refusal to comply with a request by the Australian Taxation Commission for information or the production of documents;
- 9) for Professional Fees:
  - a) incurred more than 12 months after the commencement of the Tax Audit, unless You can show that completion of the Tax Audit has been delayed as a result of the conduct of the Australian Taxation Office;
  - b) incurred in relation to tax returns not prepared by a lawyer, an accountant or a registered tax agent;

- c) for any work performed in connection with a prosecution which arises from the Tax Audit or in connection with Your conduct that is assessed to be deliberate evasion or recklessness; or
  - d) unless those Professional Fees directly relate to the Home insured under this Policy.
- 10) for any fines, penalties, interest or adjustments to tax, additional tax, duty, government impost or similar, payable under any circumstances;
  - 11) if at the commencement of the Tax Audit You are bankrupt within the meaning of the *Bankruptcy Act 1966 (Cth)*, or insolvent or under external administration within the meaning of the *Corporations Act 2001 (Cth)*;
  - 12) relating to a Tax Audit if You fail to comply with any requirement or obligation imposed upon You by any relevant legislation if a tax return in relation to the Tax Audit was not prepared or reviewed by an accountant prior to dispatch;
  - 13) if the Tax Audit is commenced or is conducted specifically for the purposes of determining Your taxation liabilities and liability to pay tax, interest, additional tax or penalty as a result of participation in any mass marketed tax avoidance scheme (where the result of participation has resulted from an introduction, proposal or recommendation made by You);
  - 14) if the Australian Taxation Office imposes culpability penalties at a rate prescribed by the Australian Taxation Office and You have no reasonably arguable case;
  - 15) in relation to any Tax Audit of any form of managed investment;
  - 16) to the extent permitted by law, if You breach any conditions in the Policy, including failing to comply with any requirement imposed by any relevant legislation or failing to do what You must do if You intend to make a claim or You make a claim; or
  - 17) in relation to any Tax Audit if, prior to commencement of the Period of Insurance, You or any person acting on Your behalf:
    - a) received any notice of any proposed Tax Audit;
    - b) had information that the Tax Audit was likely to take place; or
    - c) had information that would lead a reasonable person in Your position, or in the position of any person acting on Your behalf, to believe that a Tax Audit was likely to have taken place.

The maximum amount We will pay for any one Tax Audit is \$1,000 with a maximum of \$2,000 payable under this tax audit cover in any one Period of Insurance.

### Emergency services access cover

If We accept a claim under the Strata Property Natural Perils Cover of this Policy, We will also pay for any loss or damage to Your Home caused as a result of emergency service personnel entering Your Home as a result of the incident the subject of the claim.

The maximum amount We will pay for any one claim under this emergency services access cover is \$1,000.

Payment of this emergency services access cover is included in the sum insured for 'Contents Cover' shown on Your Certificate.

### Loss of rent (death of a Guest) cover

If Your Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent as a direct result of the death of a Guest at the Home occurring during a period of Temporary Residential Accommodation during the Period of Insurance which results in loss or damage to the Home, We will cover You for the loss of rent You incur from the date of the death until the earlier of the time:

- 1) We determine Your Home is habitable or safe to provide Temporary Residential Accommodation;
- 2) a new period of Temporary Residential Accommodation commences;
- 3) 26 weeks from the date of the death; or
- 4) We have paid You \$25,000 in any one Period of Insurance under this loss of rent (death of a Guest) cover.

We will not cover any claims under this loss of rent (death of a Guest) cover while repairs to Your Home are being completed.

### Loss of rent (murder or suicide) cover

If Your Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent as a direct result of murder or suicide, or attempted murder or suicide, at the Home occurring during a period of Temporary Residential Accommodation during the Period of Insurance which results in loss or damage to the Home, We will

cover You for the loss of rent You incur from the date of the murder or suicide, or attempted murder or suicide, until the earlier of the time:

- 1) We determine Your Home is habitable or safe to provide Temporary Residential Accommodation;
- 2) a new period of Temporary Residential Accommodation commences;
- 3) 52 weeks from the date of the murder or suicide or attempted murder or suicide; or
- 4) We have paid You \$50,000 in any one Period of Insurance under this loss of rent (murder or suicide) cover.

We will not cover any claims under this loss or rent (murder or suicide) cover while repairs to Your Home are being completed.

### Prevention of access cover

If a Guest does not have access to the Home during a period of Temporary Residential Accommodation during the Period of Insurance as a result of loss or damage to another building (but not Your Home) in its immediate vicinity caused by an event listed in the Listed Events Cover or Strata Property Natural Perils Cover of this Policy, We will cover You for the loss of rent You incur from the date access was first prevented until the earlier of the time:

- 1) access is restored;
- 2) 26 weeks from the date access was first prevented; or
- 3) We have paid You \$25,000 in any one Period of Insurance under this prevention of access cover.

### Reduction in rental income cover

If We have accepted a claim under the Loss of Rental Income Cover, We will also cover You for a reduction in rental income as a consequence of the loss or damage to Your Home from the date of the loss or damage until the earlier of:

- 1) the date two weeks after We determine Your Home is habitable or safe to provide Temporary Residential Accommodation;
- 2) a new period of Temporary Residential Accommodation commences;
- 3) 52 weeks from the date of loss or damage; or
- 4) We have paid You \$50,000 in any one Period of Insurance under this reduction in rental income cover.

To determine the amount payable under this reduction in rental income cover for a claim, We will use the following formula.

**A** minus **B** minus **C** where:

**A** is the amount of rental income You would have received if not for the loss or damage which gave rise to the claim under the Loss of Rental Income Cover; and

**B** is the rental income You actually received after the loss or damage which gave rise to the claim under the Loss of Rental Income Cover and any amounts You received under the Loss of Rental Income Cover; and

**C** is the amount of the costs You did not incur, but You would have incurred for the sole purpose of earning rental income, if not for loss or damage which gave rise to the claim under the Loss of Rental Income Cover.

In calculating the rental income which You would have received if not for the loss or damage which gave rise to the claim under the Loss of Rental Income Cover, We will have regard to the experience of rental of Your Home through the Recognised Platform for a 12 month period leading up to the loss or damage.

### GENERAL EXCLUSIONS THAT APPLY TO THE POLICY

You will not be covered for any loss, damage, destruction or liability arising directly or indirectly from or in any way connected with any of the following:

- 1) Temporary Residential Accommodation that is not considered to be a legal arrangement because:
  - a) You have not obtained written consent from your landlord;
  - b) the premises is not legally recognised by the law or Government bodies as a habitable space;
  - c) the relevant local government, council or government authority does not permit the premises to be used as tourist, visitor or other short term or temporary accommodation;
- 2) any period of accommodation where no Verification Checks have been conducted for the Guest making the booking on the Recognised Platform;



- 3) premises that are licensed hotels, motels, resorts, inns, or similar licensed venue for accommodation;
- 4) any natural perils or disaster, including but not limited to storm, lightning, thunderbolt, hail, earthquake, Flood, cyclones, action of the seas, high water, tidal surge, tsunami, landslide, subsidence, bushfires and other weather events except as specifically provided under the Strata Property Natural Perils Cover;
- 5) any of the listed events 1)-10) inclusive set out in the Listed Events Cover unless the events are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor;
- 6) water that enters through any tarpaulins or fixings set up while You are renovating or altering Your Home;
- 7) water that enters through an opening in the roof or walls that You have not kept water tight, structurally sound and well maintained;
- 8) the cost of cleaning mud or debris out of tanks, pools or spas;
- 9) rust or corrosion;
- 10) gradual deterioration or depreciation;
- 11) wear and tear being the expected decline in the condition of property due to normal everyday use;
- 12) the action of insects or vermin;
- 13) mechanical, electrical or electronic breakdown, failure or malfunction of any item except as specifically provided under the 'Electric motor burnout cover';
- 14) any use of Your Home for any business, trade or profession outside of the ordinary use of the Home for Temporary Residential Accommodation;
- 15) any building work, repairs, renovation or alteration to Your Home or at the location of Your Home shown on the Certificate where the value of the work exceeds \$25,000;
- 16) loss, damage, incident or liability which did not occur during the Period of Insurance;
- 17) roots of trees, plants or shrubs;
- 18) the lawful seizure, repossession, confiscation, nationalisation or requisition of Your Home;
- 19) war, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), mutiny, civil commotion assuming the proportions of or amounting to an uprising, military rising, insurrection, rebellion, revolution, military or usurped power;
- 20) the actual or threatened existence or operation of nuclear, chemical or biological weapons or nuclear fuel, waste or materials, actual or threatened contamination or pollution from such agents, ionising radiation, the combustion, detonation, fission or fusion of nuclear fuel or nuclear materials, or action taken by a public authority or anyone authorised by such authority to prevent, limit or remedy such threat, operation, pollution or contamination;
- 21) any Act of Terrorism regardless of any other contributing cause or event or any action taken in controlling, preventing, suppressing, retaliating against or in any way responding to or relating to an Act of Terrorism regardless of any other contributing cause or event;
- 22) direct or indirect exposure to radiation or contamination by radioactivity from any nuclear fuel, nuclear waste or nuclear material;
- 23) any asbestos or products containing asbestos; or
- 24) any act related to causing any intoxication or service of alcohol to underage persons;
- 25) consequential loss except as specifically provided under the 'Loss of Rental Income Cover', 'Temporary Accommodation Cover', 'Loss of rent (death of a Guest) cover', 'Loss of rent (murder or suicide) cover', 'Prevention of access cover' and 'Reduction in rental income cover' sections;
- 26) You not maintaining the Home in good repair and condition including but not limited to Your Home being watertight, structurally sound, secure and well maintained;
- 27) faulty design or workmanship that You knew about or should have reasonably known about;
- 28) You illegally keeping explosives, flammable or combustible substances or liquids;
- 29) maintenance operations including any building work, repairs, renovation or alteration; or
- 30) repairs or attempted repairs carried out by the Guest or anyone acting on their behalf;
- 31) lease or rental of Your Home, if You own Your Home, under an arrangement other than Temporary Residential Accommodation;
- 32) loss or damage to or from any common areas if You rent the Home under a Lease or own Your Home under company share, stratum or strata title;
- 33) mildew, mould or wet or dry rot;
- 34) exposure to mildew or mould;

- 35) any infectious disease of other illness;
- 36) exposure to any infectious disease or other illness;
- 37) loss or damage to property caused by vermin and insects, birds, or other animals scratching, pecking, biting, tearing or chewing;
- 38) an animal owned by a Guest or brought into the Home by a Guest or brought into the Home by a Guest's visitor or brought into the Home with the consent of a Guest or a Guest's visitor; or
- 39) any party, function or other event at the location of the Home where more than 30 people attend at any one time regardless of whether those people are Guests, visitors of Guests or any other person and regardless of whether those people are invited or not to the location of the Home by You, Your Family, a Guest, a visitor of a Guest or any other person.

## CLAIMS

### What You must do and must not do if You make a claim or an incident happens that might result in a claim

#### You must:

- 1) take all reasonable steps to prevent further loss, damage or liability;
- 2) tell the police immediately if a criminal or deliberate act caused or might have caused the loss, damage, destruction or liability;
- 3) contact Us as soon as possible and within 30 days on <https://sharecover.com/app.html#/claim> following the claim or incident;
- 4) provide Us with any further information We require and allow Us or Our representatives to inspect Your Home and quote for any repair or replacement. Any additional loss or damage caused by a delay in notifying Us may not be covered under the Policy;
- 5) provide Us with:
  - (i) evidence that the loss or damage claimed was caused directly or indirectly by an act or omission of a Guest or a Guest's visitor during the period of Temporary Residential Accommodation during which the relevant event occurred.
- 6) provide evidence of receipts or other proof of ownership and cost of Contents, Valuable Contents or Portable Contents We require;
- 7) advise Us if You rent the Home under a Lease and provide details of the Owner;
- 8) advise the Owner of the incident as soon as reasonably practicable if You rent the Home under a Lease;
- 9) provide evidence of occupancy of Your Home by a Guest;
- 10) provide Us with the Guest's contact details including full name, email address, and phone number;
- 11) advise Us if You (or the Owner if You rent the Home under a Lease) have used all or part of the Home as security for a loan with a credit provider and provide information about this credit provider; and
- 12) advise Us immediately if You receive any correspondence in relation to a claim or incident.

#### You must not:

- 1) repair or dispose of or replace any damaged property until We have had an opportunity to inspect it;
- 2) admit liability for any incident, loss, damage or injury; or

- 3) negotiate, pay or settle a claim by or against anyone else for any incident, loss, damage or injury.

### What We may do

If an incident occurs that causes loss, damage or injury or a claim is made against You, We may:

- 1) take over and conduct in Your name (or the name of the Owner if You rent the Home under a Lease) the defence or settlement of any claim against You and We will have sole discretion in how the defence is conducted or a claim is settled;
- 2) if You rent the Home under a Lease, pay any benefit or settlement of any claim under this Policy in relation to loss or damage to the Home to, or for the benefit of, the Owner and You will not receive any benefit or settlement amount in relation to this aspect of any claim;
- 3) represent You at an inquest or official enquiry; and
- 4) proceed in Your name (or the name of the Owner if You rent the Home under a Lease) against any party responsible for the loss, damage or injury and You must not do anything which limits Our right to do so.

## GENERAL DEFINITIONS

The following words have the following special meaning in this Policy when the words are capitalised.

**“Accident”** means a sudden event that You did not intend or expect and a reasonable person in Your position, knowledge and experience would not have expected. “Accidental” and “Accidentally” have corresponding meanings.

**“Act of Terrorism”** means an act including but not limited to the use or threat of force or violence by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is committed for, or in connection with political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public or any section of the public in fear.

**“Certificate”** means the most current Certificate of Insurance. It describes the details of Your Policy.

**“Contents”** means items that are not permanently attached or fixed to the structure of Your Home that You or Your Family own or are responsible for as part of a written employment contract or a hire or lease agreement whilst at Your Home and includes Valuable Contents and Portable Contents but does not include:

- 1) carpets and other fixed floor coverings;
- 2) a motor vehicle, motorcycle or other ride-on vehicle;
- 3) a motor vehicle part or accessory;
- 4) a trailer, caravan, watercraft, jet ski, aircraft or aerial device;
- 5) business property;
- 6) money;
- 7) loose or unset gemstones;
- 8) building materials or items at the location of Your Home;
- 9) plants, shrubs, trees and vines; or
- 10) animals, birds and fish.

**“Damage to Property”** means physical loss of or physical damage to property.

**“Excess”** means the amount of You have selected as the ‘Excess’ on Your Certificate that You must contribute towards each claim under the ‘Listed Events Cover’, ‘Strata Property Cover’ and ‘Strata Property Natural Perils Cover’ under Your Policy.

**“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:

- 1) a lake (whether or not it has been altered or modified);
- 2) a river (whether or not it has been altered or modified);
- 3) a creek (whether or not it has been altered or modified);
- 4) another natural watercourse (whether or not it has been altered or modified);
- 5) a reservoir;
- 6) a canal;
- 7) a dam.

**“Guest”** means any person whom You have accepted for Temporary Residential Accommodation at Your Home provided they have booked the stay through a Recognised Platform.

**“Home”** is any enclosed building at the property address shown on the Certificate that has walls and a roof and can be locked up which is used mainly for domestic purposes and:

- 1) for cover for Your Home, includes any improvements or fixtures to the building; and
- 2) for cover for Your Contents, if Your Home is a flat or unit, includes any lockable storage compartment that is reserved for you in another section of the building or complex that your flat or unit is part of;
- 3) home improvements at the location shown on the Certificate including but not limited to in ground swimming pools, fixed sauna or spa and garages; and
- 4) fixtures or items permanently attached or fixed including but not limited to light fixtures, built in wardrobes, kitchen cupboards and carpet and other fixed floor coverings,

but does not include:

- a) a building that has not been recognised as a habitable environment by government authorities;

- b) a building or area that is being sub-let or rented or used for Residential Temporary Accommodation without written consent from the landlord or owner;
- c) licensed hotels, motels, resorts, inns or similar licensed venue for accommodation; or
- d) any common areas if You own Your Home under company share, stratum or strata title except as specifically provided for under the 'Strata Property Cover', 'Strata Property Natural Perils Cover' or 'Strata Property Additional Benefits Cover'.

**"Lease"** means a written, executed and legally enforceable and compliant rental agreement for tenancy of the Home between You (as the tenant) and the Owner where the term of the agreement is not less than a period of three months. It also includes any extension of the rental agreement by way of periodic tenancy that immediately follows the expiration of the agreement on the terms set out in the agreement. It does not mean an agreement for Temporary Residential Accommodation.

**"Period of Insurance"** means the time Your Policy is valid as shown on Your Certificate. If this period is less than six months, this is the scheduled period of Temporary Residential Accommodation to a Guest You have chosen to insure. If this period is six months or more, this is the time period during which You have chosen to insure period of Temporary Residential Accommodation to a Guest under the Policy.

**"Personal Injury"** means death, bodily injury or illness.

**"Owner"** means the registered owner of the Home.

**"Policy"** means this document, Our record of Your application for this insurance, and the Certificate.

**"Portable Contents"** means the following items that are not permanently attached or fixed to the structure of Your Home that You or Your Family own or are responsible for as part of a written employment contract or a hire and lease agreement whilst at Your Home:

- 1) portable electronic devices including laptops, cameras, mobile telephones and audio visual equipment;

- 2) sporting and recreational items including bicycles, musical instruments, camping and sporting equipment;
- 3) mobility scooters;
- 4) glasses and medical items including sunglasses, prescription glasses and hearing aids; and
- 5) clothing and luggage including baby capsules, clothes, luggage and purses.

**"Premium"** means the amount You have to pay Us for Your insurance including all government charges, levies, taxes and duties.

**"Professional Fees"** means fees You incur with an independent lawyer, accountant or registered tax agent for professional work carried out by them in Australia.

**"Recognised Platform"** means:

- 1) a digital website that; or
- 2) a suitably licensed real estate agent who, facilitates a transaction for Temporary Residential Accommodation between You and the Guest provided the digital website or the suitably licensed real estate agent (as applicable) carries out Verification Checks on the Guest making the booking.

**"Tax Audit"** means the conduct of a taxation or superannuation audit or an in depth investigation by the Australian Taxation Office of Your Home insured under this Policy.

**"Temporary Residential Accommodation"** means short term accommodation for periods ranging from 1 day to 90 days at a time that have been booked on a Recognised Platform. For a 'Pay-per-night policy', the period of Temporary Residential Accommodation will commence and end at the times and dates shown as the Period of Insurance on Your Certificate. For a '6 month policy' or a '12 month policy', the period of Temporary Residential Accommodation will be any period of short term accommodation ranging from 1 day to 90 days that have been booked on a Recognised Platform during the Period of Insurance.

**"Uninhabitable or Unsafe"** means when a building is not fit to live in due to the building not being:

- 1) connected to electricity or gas or hot and cold running water; or
- 2) safe to live in.

**“Valuable Contents”** means the following items that are not permanently attached or fixed to the structure of Your Home that You or Your Family own or are responsible for as part of a written employment contract or a hire and lease agreement whilst at Your Home:

- 1) works of art including paintings, pictures or sculptures;
- 2) music, games and movies including CDs, DVDs, records, tapes, game cartridges, discs of any sort, and legally downloaded digital media;
- 3) collections including cards, stamps, uncirculated mint issue or proof coins or notes, ancient or rare coins or notes, sovereigns and bullions; and
- 4) jewellery and watches including rings, watches, bracelets and necklaces.

**“Verification Check”** means the Recognised Platform or You or Your agent obtain a written confirmation of the Temporary Residential Accommodation booking and the name, residential address and telephone number of the Guest making the booking including at least one of the following: -

- 1) payment details for the period of Temporary Residential Accommodation being credit card, debit card, bank account or Paypal details which have been provided by the Guest for payment of the period of Temporary Residential Accommodation;
- 2) driver’s licence of the Guest; or
- 3) passport of the Guest,

and You or Your agent are able to, and do, provide copies of this information and documents to Us.

**“We”, “Us”, “Our” and “ShareCover”** means Insurance Australia Limited ABN 11 000 016 722, AFS License No 227681.

**“You” and “Your”** means the person or persons named as the insured on the Certificate. If more than one person is named as the insured We will treat a statement, act, omission or claim by any one of these as a statement, act, omission or claim by them all.

**“Your Family”** means Your spouse or partner or any children, brothers, sisters, parents, grandparents or grandchildren of You or Your spouse who normally live with You.