

# Australia – Home – Gold Plan

Version Date: 2025-08-18

## Policy Overview

This is the Gold Home Insurance Plan for Australia. Designed to offer tier-appropriate coverage and pricing.  
Target customer profile: Australian residents seeking clear, tiered protection matching their needs and budget.

## Eligibility & Criteria

- Age limits vary by tier and underwriting outcomes.
- Residency: Australian residents or valid visa holders.
- Special exclusions may apply, e.g., properties in extreme-risk zones may attract special terms.

## Coverage Features

Includes a tiered structure with defined limits, sub-limits, and benefits appropriate to the selected tier.

Tier	Scope	Property Limits	Special Coverage
Basic	Fire & burglary	Low	—
Standard	Adds natural disasters	Moderate	Age caps apply
Gold	Structure + contents	High	Accidental damage
Premium	Luxury & high limits	Very High	Art/jewelry, no age cap

## Exclusions & Limitations

- Fraud, illegal acts, reckless or intentional self-harm.
- Events outside the policy period or declared exclusions in the PDS.
- Waiting periods for certain benefits and pre-existing conditions.
- Gradual wear and tear, maintenance issues, or building code violations.

## Premium Calculation Rules

- Property type/age, location risk, sum insured, and area (sqft) influence premiums.
- Tier increases limits and special cover options.

## Claim Settlement Rules

Process: Notify insurer promptly → Provide required documents → Assessment → Decision → Settlement.  
Documents may include ID, proof of loss, invoices, medical reports, police reports (as relevant). Typical timelines adhere to fair claims handling standards.

## Regulatory Notes

- This product is issued subject to Australian regulations and consumer law.
- Consider regional risks such as bushfire, flood, and cyclone when selecting coverage.
- APRA oversees prudential standards for insurers; ASIC regulates conduct and disclosure.
- Key documents: Product Disclosure Statement (PDS) and Target Market Determination (TMD).
- Cooling-off period and dispute resolution per Australian requirements apply.
- Benefits, exclusions, and limits are summaries—consult the PDS for full details.

## Tier Comparison (Within Policy Type)

Side-by-side overview of Basic, Standard, Gold, and Premium tier divergences for quick reference.