



Renters Insurance

Product Disclosure Statement

Welcome

Thank you for choosing Suresy renters insurance. We've made it easy for you to get insured for the things that matter to you. And because we're part of RAC, you get plenty of peace of mind when you need to make a claim.

Making a claim

Go to www.suresy.com.au click 'Make a claim' and follow the easy steps to lodge your claim.

The following conditions apply in regards to claims:

- You must tell us of any claims as soon as possible.
- You must pay any excess before we can settle your claim.
- You must be accurate and truthful otherwise we may refuse your claim.
- Where possible, you'll need to provide us with some form of proof of ownership and value.
- You must report theft claims to the police.
- You must cooperate and assist us in handling your claim. In some situations that may mean assistance after we have settled your claim.
- If a lost or damaged item forms part of a pair, set or collection, we will only pay the value of that one item.
- We will settle your claim on a new for old basis. This means we will make a payment to settle your claim based on what it will cost to replace your lost, damaged or stolen item with a brand-new replacement of equivalent value.
- If we pay your claim, any salvage becomes our property.

Legal blurb

This policy is issued by RAC Insurance Pty Limited (ABN 59 094 685 882, AFS License Number 231222) (trading as Suresy) a wholly owned subsidiary of RACI Pty Ltd (ABN 40 008 671 805), part of the RAC Group of Companies ('us', 'we' and 'our').

You can contact us via our website www.suresy.com.au or by writing to us at RAC Insurance Pty Limited, PO Box C140, Perth WA 6839.

This Product Disclosure Statement (PDS) was prepared on 1 May 2018. It aims to help you decide whether or not to buy this policy from us.

The information in this document is of a general nature. It does not take into account your particular needs. Please read this PDS and your schedule to ensure the cover suits your needs.

Be honest

Our lawyers like this bit, but when you take out a policy with us it is a legal contract. This means we rely on the accuracy of everything you tell us. Giving false information may mean your claim is not covered. It might also result in your policy being cancelled or treated as if it never existed.

Please let us know about any changes to the information you've given so we can ensure it is always correct. For example, if you change your home or email address, just manage your details online at www.suresy.com.au or flick us a note at info@suresy.com.au

Definitions

These definitions apply throughout your policy.

Contents – any items that you own but not including:

- deeds, bonds, gold or silver bullion,
- cash, coins or bank notes of any kind,
- documents of any kind,
- goods kept for sale, distribution or on consignment,
- stock used in any business, trade or profession,
- illegal items, illegal firearms/ammunition and illegally stored firearms/ammunition,
- credit cards or cash cards, coin or banknote collections,
- aircraft or aerial devices and equipment, watercraft and equipment, motor vehicles, motor cycles (including trail bikes or motorised scooters), motorised golf buggies, motorised go-karts, caravans, trailers or any of their parts or accessories whilst attached or unattached,
- animals or pets,
- any part of the home including building materials, plants, shrubs and trees.

Excess - the amount you may need to pay towards any claim.

Fire – burning with flames.

Home – the place you rent, as noted in your schedule.

Incident - an accidental and unforeseen event that causes loss or damage.

Period of insurance - the length of time your policy provides cover for as shown in your schedule, or until it is cancelled.

Policy – this PDS, schedule and any supplementary PDS we may issue.

Schedule – the document that shows your details, the insurance cover we have agreed to provide, your premium and payment dates.

Terrorism - includes but is not limited to the use of force or violence and/or threat, of any person or group of persons done for or in connection with political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public in fear.

Theft – the act or crime of stealing.

Us, we, our - RAC Insurance Pty Limited.

You, your - the person(s) named as the policyholder on the schedule.

Your cover

If you select:	Your contents will be covered in Australia for	We will pay you
Accidental Damage	<ul style="list-style-type: none"> accidental loss or damage to your contents, loss of or damage to your contents caused by fire or theft, and your legal liability for loss or injury to others (see details below). 	Up to the amount stated in your schedule less the relevant excess
Fire & Theft	<ul style="list-style-type: none"> loss of or damage to your contents caused by fire or theft, and your legal liability for loss or injury to others (see details below). 	Up to the amount stated in your schedule less the relevant excess
Theft Only	<ul style="list-style-type: none"> loss of or damage to your contents caused by theft, and your legal liability for loss or injury to others (see details below). 	Up to the amount stated in your schedule less the relevant excess.

Legal liability cover

What we cover

We will pay up to \$20,000,000 inclusive of all costs and expenses in relation to any one incident which causes:

- Death or injury to anyone other than you or anyone living with you, or
- Damage to property other than property which you or your family, or any person living with you, own or control.
- Loss or damage to any property owned by your landlord that is used by you or anyone living with you.

We do not cover legal liability as a result of an incident:

- (a) to employees or workers who are covered or should have been covered by Workers' Compensation or similar legislation and who, at the time of the incident, were employed by you or anyone normally living with you,
- (b) to you, any member of your family or any person who lives with you,
- (c) caused by or connected with the use of a vehicle (other than a bicycle), caravan, aircraft or waterborne craft (including sailboards, surfboards, windsurfers, surf-skis and the like), lift or firearm,
- (d) for which you or your family have agreed to accept liability,
- (e) which arises through your ownership of any other home, property or land,
- (f) which arises out of your negligence or lack of skill in the conduct of any profession, occupation or business,

- (g) arising from any sporting activity either as a player, coach, referee or official – including professional, recreational or amateur sport,
- (h) caused by the ownership of any animal (other than your pet) or caused by your pet which the relevant authority has declared to be dangerous,
- (i) arising from or in connection with the supply of alcohol, illegal substances or drugs (including tobacco),
- (j) resulting from failure to comply with any Commonwealth, State, or Local government law (e.g. pool fence requirements).

We also do not cover any costs put on you, or any person who lives with you, made under the provisions of any law. For example, if your dog attacked a neighbour and a ranger issued you an infringement (under the Dog Act) you are not covered for the cost of the fine. You are, however, covered for the injuries caused to the neighbour.

We do not cover

To keep costs low, we sadly cannot cover everything. For this reason, the following exclusions apply to all cover under your policy.

Cause of loss, damage or liability

We will not cover any loss, damage or liability caused by:

- Any mechanical, electrical, computer virus or breakdown, failure or breakage.
- Sports equipment whilst in use.
- The lawful taking, keeping or destroying your contents.
- Terrorism, war (whether declared or not), invasion, rebellion, revolution or a similar event.
- Anything nuclear or radioactive.
- Lack of maintenance, depreciation, wear, tear, rust or corrosion.
- Vermin or insects.
- Failure to take all reasonable care to protect your contents.
- The action of the sea, storm surge, high tide, or tsunami.

- Erosion, landslide, subsidence or movement.
- Renovations being carried out on your home.

Use of your contents

We will not cover any loss, damage or liability which occurs during, or is caused by, the use of your contents:

- In a manner contrary to its manufacturer's recommendations.
- For unlawful purposes.

Timing

We will not cover loss, damage or liability caused by flood, storm or bushfire within the first 48 hours after your policy began, or to the extent that you have increased your cover, unless:

- You purchased your contents on the same day your policy started.
- Your policy began straight after another policy covering the same contents ended and there was no change in the type of cover.

We also do not cover

- Deliberate or intentional loss or damage.
- Destruction, loss, damage or liability which arises outside of Australia.
- Loss of use, or any other financial loss arising from, or consequential to, an insured incident.
- Goods, tools of trade or samples connected with your work or any other trade.

- Any loss or damage to the extent that it is covered by other insurance.
- Fire or theft where you have your home unoccupied for more than 60 days.

Other important information

About your premium

We consider several factors to determine your premium. These include where you rent, your age, how much cover you have and government charges.

Paying your premium

Please contact us if you believe that an unscheduled payment has been made.

Where an instalment payment is overdue by more three days, we may cancel your policy (without notice) and refuse to pay your claim.

Any fees arising from payment rejections due to lack of funds, or errors in your financial details, are payable by you.

Renewal

We may automatically renew your policy on the renewal date. If we plan to do this, we will let you know before your cover ends. If you do not want to renew your policy, you should let us know before the renewal date.

Credit card charges

We may charge a merchant fee when you pay your premium or your excess by credit card.

Goods and Service Tax (GST) and Input Tax Credit Entitlement (ITCE)

Your policy, the amounts insured and the premium you pay are subject to GST.

You may be able to claim an ITCE for the GST that you pay on your premium. Please advise us of your ITCE when you make a claim. If eligible, we will deduct this amount from any payment we make to you.

We recommend you seek advice from a financial advisor if you are unsure about the tax implications of your policy.

Cancelling your policy

Legal cancellation rights

You can cancel this policy in the first 14 days of receipt of the policy documents or the start date, whichever is later. We will cancel this policy back to its start date. We will refund the full premium to you, provided you have not made a claim. This will have the same effect as if you never had any cover or protection from this policy.

Cancellation in other circumstances

You can cancel your policy at any time. No cover will be provided from the date of cancellation and no refund will be issued. If we cancel your policy, we will advise you in writing and issue a pro-rata refund from the date of cancellation for any amount you have paid in advance.

Complaints

We always aim to provide great service. That's a given. If you feel we have not met your expectations then please tell us so we can try to put things right. Just email us at complaints@suresy.com.au and a Suresy team member will review the issue and respond within 15 business days. If you remain dissatisfied, you can refer to our Dispute Resolution Manager who will also get back to you within 15 business days.

If after all this you are still unhappy with our response, then at no cost you can refer the matter to the Financial Ombudsman Service (FOS). FOS is an independent external dispute resolution scheme, whose contact details are FOS at GPO Box 3, Melbourne, VIC 3001 (phone 1300 780 808) or email info@fos.org.au

Your privacy

Details relating to your personal information, cover and claims will be held by us for underwriting, processing, claims handling and fraud prevention subject to the provisions of the Privacy Act.

You can check the information we hold about you at any time. Just ask if you would like to know more about our privacy policy.

Financial Claims Scheme

If we become insolvent, you may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Please visit www.fcs.gov.au for more information.

The General Insurance Code of Practice

We support and comply with the General Insurance Code of Practice. You can get a copy of the Code at www.codeofpractice.com.au.