

Changes to Home and Landlords Product Disclosure Statement

We've made some changes to our Home, Contents and Landlords Insurance product, which are reflected in the:

- **Woolworths Home Insurance Product Disclosure Statement (PDS) dated 25 June 2019 (PDS) which replaced any previous Home Insurance PDSs; and**
- **Supplementary Product Disclosure Statement dated 8 April 2020 (SPDS) which updates the June 2019 PDS.**

From time to time we will provide you with updates to our PDSs to make sure you have clear information about your policy coverage and exclusions, and we'll always let you know about changes that will impact your cover.

To make it easier for you to access all the information, we've included a summary of the changes contained within the PDS and the SPDS below. Please note that this document is not part of your insurance contract with us and we recommend reading your PDS, SPDS, Certificate of Insurance and any other documents relevant to your policy that we tell you form part of the contract with us. These documents set out the terms and conditions, limits and exclusions of your insurance contract with us. The following amendments apply to:

- New Home or Landlord Insurance policies issued with an effective date of on or after 22 April 2020
- Existing Home Insurance policies which renew with an effective date of on or after 22 May 2020
- Existing Landlords Insurance policies which renew with an effective date of on or after 9 May 2020

If you have any questions regarding the below summary, please talk to our friendly customer service team on 1300 10 1234.

Changes to all Home policies and Landlord policies – Optional benefits

You can apply to buy the Optional benefits to add to your policy. However, some Optional benefits may not be available independently and the provision of these Optional benefits are subject to underwriting appetite. All Optional benefits that are applicable to your policy are shown on your Certificate of Insurance.

Changes made by the SPDS that are applicable to Home policies

Your Home and Contents policy covers you for Insured events, for example fire, theft, flood and other events that are covered under your policy which you can find on pages 12 – 17 of the PDS. We also include Additional benefits such as debris removal, emergency storage, and replacement of locks. These are to help you get more out of your cover and can only be claimed when an Insured event causes the need, is claimed for, and your claim is accepted.

Up until now, Accidental damage, which is included if you have taken out our Comprehensive cover, has been listed as an Additional benefit in the PDS. Strict reading of the PDS means that Accidental damage can only be claimed together with an Insured event and not as a covered Insured event in its own right. The PDS could have been read as if situations such as 'I dropped it' or 'it fell', weren't able to be claimed. This has now been clarified in the SPDS with Accidental damage cover now forming an Insured event found under the 'Insured events' section (pages 12 – 17) of the PDS.

There's nothing you need to do to make this change. We've always considered and treated Accidental damage as its own Insured event and approved claims accordingly. What's changing is that our PDS will now reflect this.

Changes made by the SPDS that are applicable to all Landlords policies

There are eligibility considerations for this Optional benefit – Rent Default and Legal Expenses as below:

For New policies

The provision of this Optional benefit to your policy is subject to our underwriting appetite.

For Renewing policies

This benefit may be provided as an Optional benefit to your policy subject to the following:

- i) your expiring Certificate of Insurance specifies that this Optional benefit – Rent Default and Legal Expenses is included; and
- ii) the provision of this Optional benefit remains consistent with our underwriting appetite.

If you are a renewing customer and the above are met then this Optional benefit – Rent Default and Legal Expenses will be listed on your renewing Certificate of Insurance.

Changes to the Optional benefit – Rent Default and Legal Expenses limits:

The limit for the Optional benefit ‘Rent default and Legal expenses’ for our Landlords Insurance product has been reduced. From the effective date, the new level of cover for Rent Default is the lesser of, up to 6 weeks of rent, or \$2,500. Associated Legal Expenses will now be included in this limit.

The following changes, which were made by the PDS have been in effect from 25 June 2019

Clarifications to your cover

- We’ve updated the wording to make it clearer that wheelchairs are covered as part of your home contents (page 9).
- We’ve clarified that the following items are part of (*not in addition to*) your building and/or contents sum insured:
 - **Accidental damage** (applies to Comprehensive cover only) (page 22).
 - **Malicious acts and theft by tenants** (applies to Landlords cover only) (page 24).
 - **Contents temporarily removed from your home** (page 30).
 - **Contents whilst in transit, and Contents in your new and old home** (page 31).
 - **Contents in your home office** (page 33).
 - **Outdoor contents at your home** (page 34).
 - **Cover for Strata title property owners – fixtures that are owned by you and are not insurable by the body corporate** (only applicable in strata situations, page 35).
 - Loss or damage to your **Tools of trade** (page 36).
- We’ve clarified the maximum limits applicable to the benefit **Outdoor contents at your home** based on item type (page 34).

Changes to exclusions

- The following are all updated exclusions, or descriptions of exclusions:
 - **Earth movement or vibration** which does not occur within 72 hours of a storm, rainwater or flood event (page 14).

- Costs to clean/remove mud or debris out of swimming pools and spas **and/or** costs related to replacing the water after a storm, rainwater or flood event (page 14).
- Legal liability costs incurred through your **ownership or use of motorised watercraft** (e.g. jet skis), **aircraft** (e.g. drones) (page 20), or motorised vehicles (except wheelchairs, golf buggies and lawn mowers) (page 20).
- Motorised vehicles other than wheelchairs and mobility devices such as motorised mobility scooters or gophers, cannot be listed as portable valuables (page 41 – 42).
- Loss or damage that occurs while your contents are in transit and you have held Comprehensive cover for **less than 60 days** (page 31).
- Contents in your home office that are not owned by you, including items owned by a company of which you are a director **or employee** (page 33).
- Legal liability that arises from any claim where you or a third party with your knowledge have **deliberately misled us** (page 19).

Renovations

- If you are planning out building alterations, renovations, or additions to your home with a total value of \$50,000 or more, please **contact us**. We will confirm whether cover can be extended during your renovation period and what exclusions may apply (page 52).

Definitions

- The term ‘**vehicle**’ is used throughout the PDS. We now define this to be, “a carriage or conveyance moving on wheels and includes any motor car, caravan, motorcycle, scooter, skateboard, bicycle, go-cart and/or trailer” (page 70).

Complaints and disputes

- The Financial Ombudsman Service (FOS) has changed to the **Australian Financial Complaints Authority (AFCA)**. We have updated our internal complaints process to address this change. For full details on how to make a complaint please see page 63 of your PDS.

This is a summary of the key changes. You should read the PDS and SPDS carefully to ensure that this insurance continues to meet your needs.

Should you have any questions about your cover or if you want a copy of the PDS or the SPDS, please contact us on 1300 10 1234.