

KEY FACTS ABOUT THIS HOME CONTENTS POLICY

Household contents insurance policy
Prepared on: 30 November 2024 (effective 13 January 2025)



THIS IS NOT AN INSURANCE CONTRACT

STEP 1 Understanding the Facts

This Key Facts Sheet sets out some of the events covered and not covered by this policy and other information you should consider. This sheet does not provide a complete statement of the cover offered, exclusions, conditions and limits that apply under the policy. You should carefully read the **Product Disclosure Statement (PDS)** and all policy documentation for more details.

STEP 2 Check the maximum level of cover and the events covered

Under this policy you set the maximum level of cover and your payout is limited to that amount (*Sum insured*).

Event / Cover	Yes / No Optional	Some examples of specific conditions, exclusions or limits that apply to events/ covers (see PDS and other policy documentation for details of others)*
Fire (including bushfire)	Yes	You are not covered for any loss or damage to your contents caused by scorching or heat damage where there has been no identified source of fire ignition. PDS pg. 36 & 37.
Flood & Water Runoff	Yes	You are not covered for any loss or damage to an unsealed path or driveway constructed from gravel or other loose material. PDS pg. 37 & 38.
Cyclone, Storm & Water Runoff	Yes	You are not covered for any loss or damage caused to your contents by rain, hail or wind entering your home as a result of a defect, structural or design fault, wear and tear or a process of gradual deterioration PDS pg. 33 & 34.
Glass Accidental Breakage	Yes	We pay for the cost to repair or replace glass in certain contents items that are accidentally broken. We will not cover you for any loss or damage to glass forming part of a radio or clock, vase, ornament, lamp or photo frame PDS pg. 38 & 39.
Accidental Damage to Contents	Optional	We will pay for accidental loss or damage to some contents under the Optional Extras – Accidental damage to contents cover. PDS pg. 48 & 49.
Earthquake or Tsunami	Yes	We cover you for loss or damage to your contents caused by an earthquake or tsunami. You are not covered for any loss or damage to contents caused more than 72 hours after an earthquake or tsunami. PDS pg. 34 & 35.
Lightning	Yes	You are not covered for any loss or damage to your contents if there is no evidence that lightning directly caused the loss and damage. PDS pg. 39.
Burglary, Theft or Attempted Theft	Yes	You are not covered for any loss or damage caused by theft or attempted theft by a person who, without the use of violence or forced entry, entered your home with your expressed or implied consent, including a boarder, a member of your family or tenant. PDS pg. 32.
Actions of the sea	No	You are not covered for loss or damaged caused by the action or movement of the sea (neither a storm surge nor a tsunami is considered an action or movement of the sea; for more details see page 59)
Malicious Damage, Intentional Damage or Damage by Vandals	Yes	You are not covered for any loss or damage caused by you or a person who permanently resides in the home or by a person who entered your home with your expressed or implied consent. PDS pg. 40.
Impact	Yes	You are not covered for any loss or damage caused by removing a fallen tree or branch that has not caused damage to the home or damage which has been caused by the roots of trees, plants, hedges or shrubs. PDS pg. 39.
Escape of water or liquid	Yes	We refer to Escape of water or liquid as leaking, bursting, discharging or overflowing from certain items or devices. You are not covered for any loss or damage caused to a shower floor, shower base, shower cubicle or open shower area caused by the escape of liquid from any means;. PDS pg. 35 & 36.
High value items and collections	Optional	We refer to High value items and collections as Specified Contents in the Home. You are not covered for any loss or damage caused to Specified Contents in the Home unless the loss or damage is caused by an insured event when the Specified Contents items are inside your home. PDS pg. 49.
Items away from the insured address	Optional	We refer to Items away from the insured address as Specified Contents Away From the Home or Unspecified Contents Away From the Home. You are not covered for any loss or damage caused to your Specified Contents Away from the Home or Unspecified Contents Away From the Home if they are outside of Australia or New Zealand. PDS pg. 49.

STEP 3 Other things to consider

Limits

This policy has restrictions that limit your cover for certain events and items, for example, the extra benefit "Visitors contents" has a \$500 limit for any one event. To find out these limits you need to read the PDS and other relevant policy documentation.

Excesses

If you make a claim, the excess is the amount you may have to pay for each incident. A number of different excesses may apply in respect to this policy, for example your basic excess would be payable on a claim for the insured event of Storm. You may be able to increase these excesses to lower your premium. For more detail, please read the PDS and other policy documentation.

Legal liability

This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to \$20 million for each accident. You should read the PDS carefully to determine the extent of this cover.

Cooling off period

If you decide you don't want this policy within 21 days of it being issued and you haven't made a claim, you can cancel it and receive a refund.

Maximum level of cover offered by insurers

Insurers offer different maximum levels of cover in the event of the loss or destruction of your home including where:

- you set the maximum level of cover and your payout is limited to that amount* (*Sum insured*).
- you set the maximum level of cover and the insurer may provide you with some agreed extra cover above that amount (*Sum insured plus safety net*).

*the insurer may provide some cover above this amount.

When working out how much cover you need for your contents, ensure that you value your possessions correctly. To do this you could start by listing all of your contents and working out how much it would cost to replace them.

A failure to adequately insure your contents for their replacement value may result in underinsurance.

Warning: this Key Facts Sheet sets out some of the conditions, exclusions and limits in respect to this policy. You should read the PDS and all policy documentation for all the conditions, exclusions and limitations of this policy that limit or exclude cover.

STEP 4 Seek more information

If you want more information on this policy contact us on 1300 392 535 or in writing to Sure Insurance, PO Box 487, Capalaba, QLD 4157.

For more information on choosing insurance and to better understand insurance visit the Australian Government website: www.moneysmart.gov.au

The policy this KFS relates to is:

- Provided/Distributed by Sure Insurance Pty Ltd, AFS Licence Number 506378.

For policies with an effective date prior to 1/9/2022

- Underwritten by Liberty Mutual Insurance Company (Australia Branch) (ABN 61 086 083 605) a company incorporated under the laws of Massachusetts USA, trading as Liberty Specialty Markets.

For policies with an effective date from 1/9/2022

- Underwritten by the product issuers Liberty Mutual Insurance Company (Australia Branch) (ABN 61 086 083 605) a company incorporated under the laws of Massachusetts USA), trading as Liberty Specialty Markets, and Pacific International Insurance Pty Ltd (ABN 83 169 311 193), trading as Pacific International.

For policies with an effective date from 1/07/2023

- Underwritten by the product issuers Liberty Mutual Insurance Company (Australia Branch) (ABN 61 086 083 605) a company incorporated under the laws of Massachusetts USA), trading as Liberty Specialty Markets, Pacific International Insurance Pty Ltd (ABN 83 169 311 193), trading as Pacific International and The New India Assurance Co. Ltd. (ABN 93 000 151 593).