



1 May 2024

Committee Secretariat

House of Representatives Standing Committee on Economics

Inquiry into insurers' responses to 2022 major floods claims

By email: floodinsurance.reps@aph.gov.au

Re: IAG response to written questions on notice from the House of Representatives Standing Committee on Economics Inquiry into insurer's responses to the 2022 major floods claims

Dear Committee Secretariat

In response to the written questions on notice from the Committee, we now provide our responses. Included with our response are:

1. Answers to the industry and IAG specific questions.
2. Copies of the 'flood-cover option' policies as attachment a.
3. Copies of the 'flood-cover option' policies as attachment a.
4. Data and caveats in the excel spreadsheet format supplied by the Committee.

I trust this information is of assistance and welcome any further questions.

Sincerely

Julie Batch

CEO NRMA Insurance

Cash settlements

1. What is the proportion of house and/or contents claims you have settled with:
 - a. Cash settlements for each year in the past 10 years?
 - b. Partial cash settlements for each year in the past 10 years?

IAG's preference is to repair a home rather than reach a cash settlement with a customer. This ensures we can provide a lifetime warranty on repairs, sustain the quality of Australia's building stock, and continue to insure our customer's homes. On average we settle 130,000 building claims each year.

Some customers may elect a cash settlement over a repair to use a builder of their choice, complete the repairs themselves or make upgrades to their home at their own cost. In some instances, a cash settlement is an appropriate way of resolving a claim where the repairs cannot be warranted due to the degree of pre-existing damage in the home.

Over the last 10 years, for home building claims that have been closed (i.e. settlements have been finalised), the volume of home building claims cash settled as a proportion of the total home building claims is as follows:

- a. Overall total cash settlement = or > \$50k = 0.3%
- b. Overall partial cash settlement = or > \$50k = 0.6%

Lodge Year	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	OVERALL
% Full cash settle	0.1%	0.3%	0.1%	0.1%	0.1%	0.3%	0.6%	0.4%	0.7%	1.0%	0.4%	0.3%

Lodge Year	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	OVERALL
% Part cash settle	0.1%	0.4%	0.4%	0.5%	0.6%	0.8%	0.8%	0.8%	1.2%	0.6%	0.1%	0.6%

The above percentages represent the number of building claims fully cash settled as a percentage of all Building claims lodged each year and comprises:

- Building claims (excluding commercial property) only.
- Lodge year is the calendar year in which the lodgement occurred.
- Amount cash settled on each claim was \$50,000 or greater.
- All loss types, both business as usual claims as well as perils (storm, flood, hail, bushfire etc).
- Closed claims only to ensure full and final settlement has occurred.
- Cash settlement does not include amounts paid as ex gratia or a total loss.
- Any claim with total loss amount paid has been excluded from the data.

For contents claims, the majority are cash settled.

2. In what percentage of your cash settlements, in relation to the 2022 flood-related claims, did customers return saying the amount of money was inadequate to cover the required work? In what percentage of these cases did you agree to increase the cash settlement?

IAG received 63,700 claims for the four events that are the subject of this Inquiry. Of these claims, 14,545 claims were cash settled for the full amount of the claim*. Most of these cash settlements were for contents claims.

There were 667 complaints received relating to the quantum of the cash settlement or 4.6% of the cash settlements paid.

Of the 667 complaints:

- 1) 298 complaints received no further payment.
- 2) 134 cases received an increase for the full amount disputed.
- 3) 235 cases received and agreed an amount less than the amount disputed.

*For the period 20 Feb 2022 – 31 October 2023 in respect of all claims that were fully cash settled, regardless of the quantum, for all products.

Claim denials

3. What are you doing and what have you done to improve the quality of the 'expert' reports on which you rely to deny or partially deny claims?

Over the last 12 months we have reviewed our approach to expert reports, providing more specific requirements to support appropriate decisions on claims. This includes:

- A set of minimum report inclusions for specialist engineering and building consultant reports to ensure the relevant information required to review and assess repairs is consistent across claims.
- Working with an external specialist provider to manage the quality of expert reports. This provider manages the recruitment and performance of expert report providers relative to an agreed set of quality and safety standards.
- Additional training for claims team members and contractors to upskill in relation to allocation of an expert to a claim.
- Clearer, tailored instructions to speciality providers to enhance their ability to provide expert advice.
- Improved assessments of expert reports by claims team members to identify those with ambiguity or inconsistency, and to ensure expert findings are adequately reasoned and substantiated.
- Extended training modules to uplift knowledge and understanding of building structures, to improve claim decision making. This training commenced in July 2023 for all property claims consultants, with three modules already completed. Another six modules are scheduled to be completed by December 2024.
- Reviewing and strengthening our supplier feedback platform, including expert consultants, to incorporate feedback on the performance, timeliness, report accuracy, workplace health and safety metrics, and level of customer service provided.

Third Party service providers

4. Describe, in detail, the nature of your arrangements with your third-party service providers. For example: a. If contracted, what is the nature of the contract? b. Can they work for other insurers as well? c. Are they paid retainers?

As Australia's largest general insurer, IAG places great importance on our third-party supplier arrangements. We consider our suppliers as partners, supporting our purpose of making your world a safer place. IAG's third-party supplier arrangements prioritise transparency, quality of service, responsibility, and customer focus.

Among the third-party suppliers supporting our claims operations and management are:

1. Operational partners responsible for processing claims.
2. Property repair network, procurement, and specialist providers
3. All third-party providers are risk assessed and contracted under appropriate terms which vary depending on the nature of the goods/services being provided, risk profile, type of provider etc.

a) The nature of the contracts

The types of contractual arrangements in place include services agreements, framework agreements, outsource agreements, IT contracts (SaaS, 'software as a service' PaaS, 'platform as a service' and IaaS, 'infrastructure as a service' etc) and IP and data licenses.

In relation to the third-party providers that support the claims operation, contracts are for duration usually between 1 to 5 years. The contracts include a formal commitment to customer service delivery and compliance standards. For example:

- Builder contracts reference performance against repair timeframes, repair quality and adherence to workplace health and safety (WH&S) standards.
- Third-party claims service providers which contain commitments to delivering to regulatory requirements to claims processing standards and customer experience.

IAG has performance management frameworks in place to monitor and report on third party suppliers performance against contractual obligations. The IAG contractual agreements with partner builders and smash repairers provide a lifetime guarantee on repairs for our customers.

IAG manages suppliers in various ways, including:

- **Supplier portal:** IAG maintains a dedicated Supplier Portal that serves as a central hub for essential information. This portal is accessible to both existing suppliers and those interested in collaborating with IAG. It provides insights into responsible sourcing, terms and conditions, and other relevant details.
- **Responsible sourcing:** IAG has developed a Supplier Code of Conduct which details IAG's clarify expectations of our suppliers in relation to environmental, social and governance (ESG) related issues.
- **Risk assessment:** IAG conducts rigorous third-party risk assessments and ongoing risk management on its suppliers. By conducting initial evaluation of third-party suppliers as well as ongoing assessments of existing suppliers, IAG seeks to ensure that its supplier network remains robust and reliable.
- **Collaboration and innovation:** IAG fosters collaborative partnerships with suppliers. By working together, both parties drive innovation, enhance efficiency, and contribute to mutual success.
- **Regular Routines:** IAG engage with suppliers as part of our routine procedures and ongoing supplier management. This involves formally discussing various topics, including significant events and tracking monitoring their impacts.

b) Exclusivity

IAG contracts with its suppliers on a non-exclusive basis with two exceptions. Due to the materiality and consistent volume generated by our organisation, in many cases IAG will fully utilise a single supplier's capacity.

The two exclusive arrangements in place are:

- An onshore service provider that provides supplementary claims management services, with proven ability to quickly scale resources for major events across Australia and New Zealand. This provides IAG dedicated trained and complaint resources all year round across multiple territories.
- IAG owns and has vertically integrated a component of our motor vehicle repair model. This provides exclusive services to IAG for lower severity motor vehicle repairs creating a high capacity, reduced repair cycle times and a quality repair which is backed by a lifetime guarantee.

c) Retainers

IAG's third party service providers are not paid retainers. IAG's scale offers a consistent and material workflow, that enables partners to secure long-term labour and confidence to invest in their businesses.

Examples of third-party suppliers are:

Third party service providers – motor supply chain:

Motor supply chain supplier categories include:

- Glass
- Hire car
- Preferred accident towing operators (PATOs)
- Salvage
- External Assessing
- Taxi

Motor supply chain service providers are all contracted to provide claims management services in respect of both business as usual and major events/natural disasters.

Third party service providers – property supply chain:

IAG engages a range of third-party service providers in its property supply chain which includes:

- Builders,
- Restorers,
- Contents providers,
- Flooring providers,
- Glass providers,
- Commercial loss adjusting services,
- Temporary accommodation,
- Contractor safety and compliance management,
- Expert providers such as engineers and building consultants.

Property supply chain service providers are all contracted to provide claims management services in respect of both business as usual and major events/natural disasters.

5. How many assessors (damage/building/cost) do you employ directly, i.e. full-time and parttime? Please provide these numbers for all years since 2019.

Full time and part time property assessors are employed to conduct business as usual property claim assessments. Since 2019, these business as usual resources are around 50-60 FTE as follows:

FY19 – 57 FTE
FY20 – 51 FTE
FY21 – 56 FTE
FY22 – 53 FTE
FY23 – 50 FTE
FY24 – 57 FTE

In addition to business as usual assessors, we have increased the amount of desktop and virtual assessors used. In 2020, during the pandemic, due to restricted ability to access sites, we extended the capabilities of our property assessing workforce to assess simpler claims virtually, where the damage to the property is clearly identifiable and consistent with a claim event. We have continued with this way of working.

To support our desktop and virtual assessing process we use aerial imagery, virtual assessing tools, photographs, and other data sources. All property assessing across Australia and NZ and have the capability to engage in virtual assessing, at any time.

During an event, we increase our assessment resources by supplementing our business as usual assessors with members of the supplier model performance team. This increases field-based assessing capacity and creates access to an additional 30 property assessors above the business as usual numbers stated earlier.

In addition, where an event is severe or protracted, we can use our IAG New Zealand assessing teams which provides an extra 40 property assessors.

When a major event occurs, we will position our assessors at the event location for an extended period. For example, following the Lismore floods approximately 32 property assessors stayed in the Northern Rivers region for four months.

6. Please provide the number of employed vs contracted assessors for each year since 2019.

In addition to the assessing teams detailed in question five, IAG secures the services of nine loss adjusting firms plus a further four specialist firms as appropriate.

These loss adjusters predominantly work on commercial losses that include complex elements such as business interruption or loss of stock, as well as other specialised classes of insurance including crop loss estimation.

Transparency

7. Do you always provide external experts' reports to customers when asked, as you are obliged to under the General Insurance (GI) Code?

Yes. Upon request, we supply our customers with all information which we have relied upon in assessing their claim, including copies of any service supplier or external expert reports.

8. Do you provide all information related to a claim decision if a customer requests it? If not, why not?

Yes. All information related to a claim decision is provided to the customer upon request.

9. Consumer groups want insurance companies to CC the customer in on emails between their insurer and contracted third parties. Would you be prepared to do this? If not, why not?

Due to the scale of communications that occur across an event, their complexity, and the additional time this would add to the claims management cycle, IAG believes that this would be a difficult request to manage.

However, we are prepared to work with the industry via the ICA to assess the viability and impact of this proposal.

The rationale for our response considers the associated potential risks, which may include privacy breaches, vulnerable customer concerns and record keeping.

10. Do you record all information relating to a claim, whether assessment reports, case notes, or details of communications with customers, on one site or platform? If not, why not?

Claims are processed within one core claim platform which is an end-to-end solution that enables us to lodge, manage, and settle claims.

All information and documentation pertaining to the management of the claim including assessment reports, case notes and all customer communication are contained within, or accessible via that system.

Customer complaints are captured in a separate platform, encompassing and accessible by all customer service teams (including sales, service, and claims).

11. If a case manager is away, can another staff member quickly and easily access all information relating to a customer's claim should the customer seek information?

Yes, because IAG has centralised claims management for property and motor into one system, should the customer seek information, any consultant is able to quickly and easily access all systems and notes relating to their claim to progress the claim on behalf of the case manager.

12. Would it be a good idea for customers to be given, when they buy a policy or renew it, an abridged form of the GI Code of Practice, so they know what is expected of insurers with regard to claims handling and disputes?

We would welcome the opportunity to engage further on how this could be designed for customers as part of the General Insurance Code of Practice review, currently underway.

Identification of vulnerability

13. Given the significant under-identification of vulnerable claimants, should consumers be asked to nominate/identify any vulnerabilities when they buy or renew policies? (I.e., tick a category, or provide details.)

To ensure customers have equitable access to insurance, we would caution against identification of vulnerability (unless it pertains purely to accessibility* needs) at the time of underwriting in the event it creates a risk of prejudicial outcomes for those customers.

We believe that providing a flag or a specific question at the time of claims lodgement would achieve a similar outcome.

We would welcome an industry discussion on this recommendation including consideration of industry wide standards for improved identification and handling of vulnerable customer claims.

We are open to discuss our response to this question further with the Committee.

*accessibility includes language needs, medical dependencies and impairments.

'Stormchasers'

14. Regarding 'storm-chasers', those who approach people following a natural disaster offering to manage their insurance claim for a fee: a. How prevalent are such storm-chasers? b. Do they encourage policyholders to opt for cash settlements? c. Should these people be regulated?

As this is an industry-wide issue, the below answer has been provided by the Insurance Council of Australia.

Disaster chasers typically offer services to disaster affected property owners ranging from repair and assessment to end-to-end claims management.

Disaster chasers have been consistently present and highly active during the last five years, with the first organised examples appearing around five years before that. The ICA estimates the current number of claims under the management of disaster chasers to be in the several thousand based on market intelligence and outstanding claims portfolios.

ICA's members have reported instances of disaster chasers approaching consumers at their home, including elderly Australians or those from culturally and linguistically diverse backgrounds.

The ICA has generally issued alerts to consumers and media about disaster chasers following declared Insurance Catastrophes and Significant Events.

Examples of the types of practices observed involving disaster chasers are outlined below.

- Representing they have been sent by an insurer (when they have not) to inspect the customer's home assess damage and provide a quote.
- Taking advantage of the customer's vulnerability and belief they are dealing with a representative from an insurer, including by asking customers to sign a blank consent form or entering into a contract with the disaster chaser which is unlikely to include a cooling-off period, and on terms that might be unfavourable to the customer.
 - Examples of unfavourable terms include the customer having to pay the disaster chaser a percentage of the value of repairs if the customer receives a cash settlement payment from the general insurer or uses the disaster chaser's preferred repairer (also requiring a cash settlement). This percentage can be up to 20% or equivalent to \$20,000 and can leave the consumer with insufficient funds to undertake the necessary repairs or owing an amount to the disaster chaser.
 - Note that (as per part b of the question), either option above will involve the disaster chaser encouraging the customer to opt for a cash settlement.
- Where a customer has given written authorisation to the disaster chaser, the actions taken by disaster chasers might prejudice a customer's rights under the policy terms and conditions in the general insurer's Product Disclosure Statement. For example, the ICA has been informed of instances where a disaster chaser prevents the general insurer's access to the customer's property, or the disaster chaser has authorised a replacement or rebuild to their associated repairer without the general insurer having an opportunity to assess and authorise the customer's claim.
- If a customer commits to the repair work with the disaster chaser, the customer may not realise they will lose the general insurer's quality of repair guarantee and that any customer complaints about repair defects or issues would need to be progressed through court instead of accessing the free and independent Ombudsman, AFCA.

Disaster chasers are already covered under the auspices of standard consumer protection and financial services laws. The ICA understands some disaster chaser businesses became licensed and regulated by ASIC when claims handling became a financial service. The ICA and insurers continue to bring deleterious disaster chaser examples to the attention of regulators. We are not aware of any regulatory enforcement action being contemplated, however enforcement action under the current regulatory regime may be useful in discouraging this activity.

Complaints process

15. For how long are complaints dealt with by your customer service teams before they are moved (if unresolved) to internal dispute resolution (IDR) teams?

In accordance with RG271 IAG's IDR process commences on the day that the customer expresses dissatisfaction. All customer facing teams at IAG are responsible for managing complaints in accordance with IAG's IDR process.

IAG has a specialised complaints team (Customer Relations) that deals with complaints that are not resolved by customer facing teams by calendar day 15 of the IDR process.

In limited cases, customer facing teams may retain the complaint beyond day 15 to facilitate the resolution. For example, when the complaint is well progressed with the claims specialist and resolution is imminent. IAG is currently reviewing the processes for escalation of complaints including the requirements at day 15.

16. For how long are complaints managed by IDR teams before customers are advised that they can take their case to AFCA?

The specific circumstances that will trigger the provision of information about AFCA on individual cases managed by IAG are:

- 1) For complaints where a written response is provided to the customer, IAG includes in the response:
 - An explanation of the right to escalate the complaint to AFCA,
 - The contact details for AFCA.
- 2) Where an IDR response cannot be provided within 30 calendar days, IAG provides a written delay notification to the customer including:
 - Reasons for delay,
 - An explanation of the right to escalate the complaint to AFCA,
 - The contact details for AFCA.

IAG also publishes details about the customers' right to escalate to AFCA and contact details in materials such as Policy Disclosure Statement (PDS), website and complaints brochures.

Post flood clean-ups

17. What is your policy with regard to accepting photographic/video evidence of damage where there are delays in damage assessments?

We accept photographic and video evidence of damage to buildings and contents to quantify the loss/damage and do not require a detailed inventory of contents that have been cleaned up or disposed of.

We advise customers to take photos of any water damaged or soaked items that may pose a health risk before removing them. This is sufficient for us to progress a valid contents claim, simply.

An example of our communication to customers is available here; [Flood response update: IAG providing emergency support to impacted customers | IAG Limited.](#)

18. If you don't accept such evidence, why not? In what circumstances would you accept it?

This is not applicable as per the response to question 17.

19. In what percentage of your claims arising from the 2022 floods did you accept photographic/video evidence of damage?

Consistent with our response to question 17, whenever a customer provided us with photographic or video evidence as part of a valid claim it was accepted. We are unable to provide the number of cases this occurred as we consider this standard practice.

In our communication via media and our website, we encourage customers take photos or videos of damage to their property and belongings to help with their claim. An example of this

communication is available here; [Flood response update: IAG providing emergency support to impacted customers | IAG Limited.](#)

Additional data

20. Please complete the attached spreadsheet (Flood insurance – additional data, March 2024.xlsx) of additional data requests, covering:
- a. Flood-related claims categories
 - b. Complaint numbers
 - c. Number and percentage of claims initially denied or partially denied
 - d. Complaints to IDR, and IDR decisions
 - e. Referral to the Australian Financial Complaints Authority (AFCA)
 - f. Decisions at AFCA
 - g. Main sources of disputes referred to AFCA

The parameters of this data request differ from data IAG has previously supplied to the Committee. Using the Committee's guidance via the ICA, the date ranges and scope for the responses are:

- Tabs a-g: data is from 20 February 2022 to 31 October 2023, and only four events are covered (i.e. CAT221, CAT223, SE222, SE224). Responses are provided for Home (personal lines), Motor (personal lines) and small business, excluding Travel, Industrial Special Risks, Crop, Commercial Strata, Construction and Engineering and Boat.
 - Tabs h-i: data is for calendar year, from 1 January 2019 to 31 March 2024.
21. Please provide the average cost of a hydrology report for each of the 2022 flood events (i.e. for CAT 221, SE 222, CAT 223 and CAT 224 separately).

CAT221 - \$5,750
SE222 - \$5,754
SE223 - \$7,240
CAT224 - \$8,045

IAG's practice is to provide any hydrology report sourced to the customer at their request.

22. IAG told the inquiry it was focused on making sure the 'right information' is provided to consumers when they buy a policy – so they clearly understand what they are and are not covered for. What changes have resulted from your 'focus' on this issue? Provide examples of the changes you have instigated.
- IAG will inform customers via its channels, based on our technical assessment, whether their home is in a high flood, storm surge or stormwater runoff zone. IAG is considering extending this information more broadly to other perils.
 - When a customer makes a decision about coverage, this is clearly documented on their certificate of insurance, including showing the original full coverage and price, what has been deselected and the corresponding price. This practice is consistent for new and renewing customers.
 - Personalised letters are sent to customers describing their coverage options if our assessment of their risk has changed.
 - Dedicated flood FAQ webpages are available for customers to access at any time, to raise customer awareness via our retail website through a tailored flood landing page which provides details of any changes.
 - We are designing content and drawing on expertise in our internal behavioural science team to ensure communications are optimised for comprehension across a broad

range of customers. We are focusing efforts to help customers identify important information about their coverage: what it means, why it is important, any customer actions that are needed and resources for more information, particularly in relation to water perils.

- IAG provides community engagement and advice through its Help Nation programme of work consisting of 800 workshops over the next 12 months.
- We use simple language for general information i.e. FAQ page on flood coverage at [Flood | NRMA Insurance](#).
- We are currently reviewing our wordings and disclosures for to ensure consistent common definitions and terms and to simplify where possible.

23. Regarding Appendix 3 to your submission: Please provide example copies of the 'flood-cover option' policies listed in the table in Appendix 3 of your submission. (Please provide examples of all except those listed under the 'CGU Commercial & WFI' heading and the 'Farm' heading.)

Please refer to attachment a.

Attachment A

Q23. Regarding Appendix 3 to your submission: Please provide example copies of the 'flood-cover option' policies listed in the table in Appendix 3 of your submission. (Please provide examples of all except those listed under the 'CGU Commercial & WFI' heading and the 'Farm' heading.)

CGU Direct/Partnered

Accidental Damage/ Listed Events/Fundamentals/First Choice

- Flood cover automatically included- no customer option
- General Exclusion for Storm surge
- Policy excerpt consistent across all PDS'

Storm, flood, rainwater or wind

We will cover your buildings or contents for loss or damage as a result of storm, flood, rainwater or wind.

We will not cover loss or damage as a result of flood within 14 days (336 hours) of the start date of this policy, **unless:**

- you took out your insurance with us immediately after another insurance policy covering flood and insuring the same building or contents expired, without a break in cover.

We will not cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless:**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will not cover:

- swimming pool covers, **including:**
 - solar covers and plastic liners
- water entering your buildings:
 - through an opening made for any building, renovation or repair work
 - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, if:
 - they have not been installed and constructed according to the manufacturer's specifications, and
 - such installation or construction caused or contributed to the loss or damage.

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- free-standing gates, fences or walls that are made of timber and are more than 15 years old
- jetties, wharves, bridges or pontoons for damage by flood.

Attachment A

General exclusions

We will not cover any loss or damage, or liability as a result of, or arising from:

- storm surge

Broker - Gallagher

Accidental Damage/ Listed Events

- Flood cover included- no customer option
- Storm surge general exclusion
- Excerpt the same across both PDS'

Storm, flood, rainwater or wind

We will cover your buildings or contents for loss or damage as a result of storm, flood, rainwater or wind.

We will not cover loss or damage as a result of flood within 14 days (336 hours) of the start date of this policy, **unless:**

- you took out your insurance with us immediately after another insurance policy covering flood and insuring the same building or contents expired, without a break in cover.

We will not cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless:**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will not cover:

- water entering your buildings:
 - through an opening made for any building, renovation or repair work
 - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.
- loss or damage by flood to:
 - gates or fences if they are not well maintained and are not in good order and repair and this caused or contributed to the loss

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- jetties, wharves, bridges or pontoons
- retaining walls
- swimming pool and spa covers, their liners or their solar domes.

Attachment A

General exclusions

We will not cover any loss or damage, or liability as a result of, or arising from:

- storm surge

Broker - Austbrokers

Home Executive

- Flood cover included- no customer option
- General exclusion for actions of the sea

Section 2 Cover For Your Buildings And Contents – Insured Events

What you are insured against – and what you are not

You are insured for loss or damage to your buildings, contents belonging to you, your family or for which you or they are legally responsible or both, caused directly by any of the 'insured events' set out in the left column of the following table (except to the extent indicated in the right column of the table) occurring during the period of insurance. Whether you have selected cover for your buildings, contents or both is shown on your policy schedule.

There are also some limits and exclusions described under 'How we will pay' and 'When you are not covered', which you must read.

You are insured against loss or damage caused directly by the following insured events	But not
a. Fire or explosion.	
b. Storm (including cyclone or hurricane), flood and/ or rain, which may be accompanied by snow, sleet or hail.	Jetties, wharves, bridges or pontoons for damage by flood.
c. Storm (including cyclone or hurricane), flood and/ or rain, which may be accompanied by snow, sleet or hail (continued).	More than \$5,000 for damage to contents in the open air. This limit does not apply to a swimming pool, sauna or spa.

Attachment A

Additional exclusions applying to this policy

These additional exclusions apply to cover for your buildings, contents, additional benefits and valuables (if you have chosen that option).

This policy does not cover:

- the action of the sea, high water, tidal wave

Broker - Austbrokers

Home Superior

- Flood cover included- no customer option
- General exclusion for actions of the sea

Section 2

Cover For Your Buildings And Contents – Accidental Damage

What you are insured against, and what you are not

You are insured against, accidental loss or damage (including the Specified Events listed below) to your buildings, contents belonging to you, your family or for which you or they are legally responsible or both at the situation during the period of insurance.

There is also some extended cover provided for your contents under Additional benefit 1 – Temporary Removal, for when your contents are away from the situation.

Specified events

'Specified Events' means loss or damage directly caused by the following events (a) to (s):

Attachment A

- q) storm, flood, tempest, rainwater, wind, hail, tornado, cyclone or hurricane, freeze or weight of snow
- r) power surge
- s) deliberate or malicious acts.

You are not insured against theft and deliberate or malicious acts caused by tenants or tenant's visitors or a tenant's family.

Whether you have selected cover for your buildings, contents or both is shown on your policy schedule.

There are some limits and exclusions described under 'How much we will pay' and 'When you are not covered', which you must read.

In addition, you are insured for loss or damage to your buildings, contents or both at the situation, caused directly by any of the events set out in the left column of the following table (except to the extent indicated in the right column of the table).

Additional exclusions applying to this policy

These additional exclusions apply to cover for your buildings, contents, additional benefits and valuables (if you have chosen that option).

This policy does not cover:

- the action of the sea, high water, tidal wave

Broker - Nutrien Ag Solutions

Home Insurance

- Offers both Listed Events and Accidental Damage cover in same PDS
- Both covers include flood cover with no option to opt-out
- General exclusion for Storm Surge

Listed events

Attachment A

Storm, flood, rainwater or wind

Under Listed Events, we will cover your buildings or contents for loss or damage as a result of storm, flood, rainwater or wind.

We will not cover loss or damage as a result of flood within 14 days (336 hours) of the start date of this policy, **unless:**

- You took out your insurance with us immediately after another insurance policy covering flood and insuring the same building or contents expired, without a break in cover.

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We will not cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless:**

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will not cover:

- swimming pool covers, **including** solar covers
- plastic liners for swimming pools
- water entering your buildings:
 - through an opening made for any building, renovation or repair work
 - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, **if:**
 - they have not been installed and constructed according to the manufacturer's specifications, **and**
 - such installation or construction caused or contributed to loss or damage.
- free-standing gates, fences or walls that are made of timber and are more than 20 years old
- jetties, wharves, bridges or pontoons for damage by flood.

Accidental Damage

Attachment A

Accidental Damage cover

If you have chosen Accidental Damage Home Insurance, we will cover your buildings or contents for accidental loss or damage.

There are also a number of incidents we will cover under specific conditions. These are listed on pages 15 to 17.

If you make a claim, you must pay any excess that applies:

- you will only need to pay this amount once.

Any cover we provide is subject to exclusions.

For **Exclusions to Your Cover**, see page 34 ►

14

Incident cover provided under specific conditions

Storm, flood, rainwater or wind

Under Accidental Damage, we will cover your buildings or contents for loss or damage as a result of storm, flood, rainwater or wind.

We will not cover loss or damage as a result of flood within 14 days (336 hours) of the start date of this policy, **unless**:

- you took out insurance with us immediately after another insurance policy covering flood and insuring the same building or contents expired, without a break in cover.

We will not cover loss or damage caused by a named cyclone within 48 hours of the start date of your policy, **unless**:

- you took out your insurance with us immediately after another insurance policy covering the same buildings or contents expired, without a break in cover
- you took out your insurance with us immediately after the risk passed to you as purchaser of your buildings
- you took out your insurance with us immediately after you signed a lease contract for your buildings.

We will not cover:

- swimming pool covers, **including** solar covers
- plastic liners for swimming pools
- water entering your buildings:
 - through an opening made for any building, renovation or repair work
 - because of a structural defect, faulty design or faulty workmanship when your buildings were constructed.
- free-standing fences made of corrugated fibrous material that do not have a supporting frame, **if**:
 - they have not been installed and constructed according to the manufacturer's specifications, **and**
 - such installation or construction caused or contributed to loss or damage.
- free-standing gates, fences or walls that are made of timber and are more than 20 years old
- jetties, wharves, bridges or pontoons for damage by flood.

General exclusion applicable to both

Attachment A

General exclusions

We will not cover any loss or damage, or liability as a result of, or arising from:

...

- storm surge

Broker - Steadfast

Home Accidental Damage

- Flood cover included with no customer option
- General exclusion for Storm Surge

Section 1 Buildings And Contents

Accidental damage cover

What is covered

Your buildings and/or your contents as set out in your schedule are covered if they are destroyed, lost or damaged. They are covered only if you own them, or are liable for them.

If you only cover your buildings, the cover provided under the policy for destruction, loss or damage does not apply to your contents.

If you only cover your contents, the cover provided under the policy for destruction, loss or damage does not apply to your buildings.

Your buildings and your contents are covered while at your situation. Cover for your contents while away from your situation is provided subject to the conditions and limitations set out on page 30–31.

We will cover your buildings and your contents for accidental loss or accidental damage. There is some loss or damage we will only cover under specific conditions. This is accidental loss or accidental damage caused by:

- landslide or subsidence. Cover only applies when the landslide or subsidence occurs within 72 hours after, and as a direct result of one of the following:
 - storm, flood, tsunami, rainwater, hail, snow or wind
 - explosion
 - earthquake
 - liquid that escapes from a fixed pipe or something attached to a pipe, fixed gutter, fixed tank apparatus or a drain.

This cover also applies to gates, fences or retaining walls that are entirely or partly at the situation.

- burning out of an electric motor. If an electric motor burns out, we will repair, reinstate or replace it. We decide which one we will do. We will only do this if the electric motor is 15 years old or less.

Attachment A

What we will not pay for

We will not cover your buildings and your contents for any accidental loss or accidental damage caused by:

...

- jetties, wharves, bridges, moorings or pontoons for damage by flood.

What Section 1 and Section 2 of the policy do not cover

We will not pay claims for loss, damage or liability arising from:

...

- storm surge, the action of the sea, tidal wave, high water, or erosion

Broker - Steadfast

Listed Events

- Flood cover included with no customer option
- General exclusion for storm surge

Section 1 Buildings And Contents

Listed events cover

What is covered

Your buildings and/or your contents as set out in your schedule are covered if they are destroyed, lost or damaged. They are covered only if you own them, or are liable for them.

If you only cover your buildings, the cover provided under the policy for destruction, loss or damage does not apply to your contents.

If you only cover your contents, the cover provided under the policy for destruction, loss or damage does not apply to your buildings.

Your buildings and your contents are covered while at your situation. Cover for your contents while away from your situation is provided subject to the conditions and limitations set out in pages 28-29.

We will cover your buildings and your contents for loss or damage from the events listed below.

...

Attachment A

- storm, flood, rainwater, hail, or wind. This includes storm, flood, rainwater, hail or wind damage to gates, fences or walls that are entirely or partly at the situation.

We will not cover storm, flood, rainwater, hail or wind damage:

- where water enters your buildings because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- where water enters your buildings through an opening made for any building renovation or repair work, or
- jetties, wharves, bridges, moorings or pontoons for damage by flood.

What Section 1 and Section 2 of the policy do not cover

We will not pay claims for loss, damage or liability arising from:

...

- storm surge, the action of the sea, tidal wave, high water, or erosion

Broker - PSC

Accidental Damage Home

- Flood cover included with no customer option
- General exclusion for storm surge

Section 1 Buildings And Contents

Accidental damage cover

What is covered

Your buildings and/or your contents as set out in your schedule are covered if they are destroyed, lost or damaged. They are covered only if you own them, or are liable for them.

If you only cover your buildings, the cover provided under the policy for destruction, loss or damage does not apply to your contents.

If you only cover your contents, the cover provided under the policy for destruction, loss or damage does not apply to your buildings.

Your buildings and your contents are covered while at your situation. Cover for your contents while away from your situation is provided subject to the conditions and limitations set out on page 11.

We will cover your buildings and your contents for accidental loss or accidental damage. There is some loss or damage we will only cover under specific conditions. This is accidental loss or accidental damage caused by:

Attachment A

- landslide or subsidence. Cover only applies when the landslide or subsidence occurs within 72 hours after, and as a direct result of one of the following:
 - storm, flood, tsunami, rainwater, hail, snow or wind
 - explosion
 - earthquake
 - liquid that escapes from a fixed pipe or something attached to a pipe, fixed gutter, fixed tank apparatus or a drain.

This cover also applies to gates, fences or retaining walls that are entirely or partly at the situation.
- burning out of an electric motor. If an electric motor burns out, we will repair, reinstate or replace it. We decide which one we will do. We will only do this if the electric motor is 15 years old or less.

What we will not pay for

We will not cover your buildings and your contents for any accidental loss or accidental damage caused by:

...

- jetties, wharves, bridges, moorings or pontoons for damage by flood.

What Section 1 and Section 2 of the policy do not cover

We will not pay claims for loss, damage or liability arising from:

...

- storm surge, the action of the sea, tidal wave, high water, or erosion

Broker - PSC

Listed Events

- Flood included with no opt-out
- General exclusion for Storm surge

Attachment A

Section 1 Buildings And Contents

Listed events cover

What is covered

Your buildings and/or your contents as set out in your schedule are covered if they are destroyed, lost or damaged. They are covered only if you own them, or are liable for them.

If you only cover your buildings, the cover provided under the policy for destruction, loss or damage does not apply to your contents.

If you only cover your contents, the cover provided under the policy for destruction, loss or damage does not apply to your buildings.

Your buildings and your contents are covered while at your situation. Cover for your contents while away from your situation is provided subject to the conditions and limitations set out in page 10.

We will cover your buildings and your contents for loss or damage from the events listed below.

...

- storm, flood, rainwater, hail, or wind. This includes storm, flood, rainwater, hail or wind damage to gates, fences or walls that are entirely or partly at the situation.

We will not cover storm, flood, rainwater, hail or wind damage:

- where water enters your buildings because of a structural defect, faulty design or faulty workmanship when your buildings were constructed
- where water enters your buildings through an opening made for any building renovation or repair work, or
- jetties, wharves, bridges, moorings or pontoons for damage by flood.

What Section 1 and Section 2 of the policy do not cover

We will not pay claims for loss, damage or liability arising from:

...

- storm surge, the action of the sea, tidal wave, high water, or erosion

Attachment A

WFI

Classic & Standard Home (Applies to Rural Plan, Commercial Plan & Private Plan)

- Flood Cover – opt out model
- Storm Surge covered if Flood not opted out
- Accidental Damage policy – rain covered, only excluded if contents are in the open air.

What is not insured

This policy does not insure

You against:

1 damage directly caused by:

- Flood, if under the heading '*Flood cover*', Your Certificate of Insurance for this policy states '*Your policy does not include cover for damage caused by Flood*'.

If Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy does not include cover for damage caused by Flood', it is because You chose not to have Flood cover.

- rain, Flood, hail or snow to Contents unless they are in a fully enclosed and roofed building within the boundary of Your Home when the loss or damage occurred

Attachment A

If Your Certificate of Insurance for this policy states:

- *under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'; You do not have any Flood cover for Contents if they are not in a fully enclosed and roofed building when the loss or damage occurred;*
 - *under the heading 'Flood cover': 'Your policy does not include cover for damage caused by Flood'; You do not have any Flood cover for Contents even if they are in a fully enclosed and roofed building when the loss or damage occurred.*
 - sea or tidal wave (even if directly caused by an earthquake)
 - Storm Surge unless:
 - the same damage to Your Home or Contents is directly caused by Flood; and
 - Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'
 - tsunami
 - earth movement no matter how caused, including erosion, vibration, subsidence, seepage, saturation, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion or heaving, unless the damage occurs within 72 hours of, and is directly caused by:
 - a) earthquake; or
 - b) water overflowing, leaking or bursting from a fixed pipe or fixed system; or
 - c) Storm water or Flood, and Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'.
- In respect of b) above, We only pay up to \$10,000 for any one claim.
- the subterranean seepage of water, no matter how caused
 - lightning, unless the evidence of lightning damage can be clearly seen
 - a process of cleaning, repairing or restoring

Rainwater run off covered under Accidental Damage (no extract from PDS)

WFI

Landlord Policy

Landlord building and contents

- Flood cover – opt out model
- Storm surge not covered, unless damage caused by flood and flood is covered.
- Rainwater run off covered

Attachment A

What is not insured for Defined Events

This Section 1 does not insure You against:

- 1 loss or damage directly caused by:**
 - Flood, if under the heading 'Flood Cover', Your Certificate of Insurance for this policy states *'Your policy does not include cover for damage caused by Flood'*.
If Your Certificate of Insurance for this policy states under the heading 'Flood Cover': 'Your policy does not include cover for damage caused by Flood', it is because You chose not to have Flood cover.
 - rain, Flood, hail or snow to Contents or Specified Contents unless they are in a fully enclosed and roofed building within the boundary of a Domestic Building when the loss or damage occurred.
If Your Certificate of Insurance for this policy states:
 - *under the heading 'Flood Cover': 'Your policy includes cover for damage caused by Flood'; You do not have any Flood cover for Contents or Specified Contents if they are not in a fully enclosed and roofed building when the loss or damage occurred;*
 - *under the heading 'Flood Cover': 'Your policy does not include cover for damage caused by Flood'; You do not have any Flood cover for Contents or Specified Contents even if they are in a fully enclosed and roofed building when the loss or damage occurred.*

Attachment A

- sea or tidal wave (even if caused by an earthquake).
 - Storm Surge unless:
 - the same damage to Your Building, Contents or Specified Contents is directly caused by Flood; and
 - Your Certificate of Insurance for this policy states under the heading 'Flood Cover': 'Your policy includes cover for damage caused by Flood'.
 - tsunami
 - earth movement no matter how caused, including erosion, vibration, subsidence, seepage, saturation, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion or heaving, unless the damage occurs within 72 hours of, and is directly caused by:
 - a) earthquake; or
 - b) water overflowing, leaking or bursting from a fixed pipe or fixed system; or
 - c) Storm water or Flood, and your Certificate of Insurance for this policy states under the heading 'Flood Cover': 'Your policy includes cover for damage caused by Flood'.
- In respect of (b) above We only pay up to \$10,000 for any one claim.
- the subterranean seepage of water, no matter how caused
 - pets, moths, birds, insects or vermin;
 - a process of cleaning, repairing or restoring
 - a tree root.

Residential Strata

Building and common contents

- Flood cover opt-out model
- Storm surge not covered unless damage caused by flood and flood is covered.
- Rainwater run off covered

Attachment A

What is not insured

Your policy does not insure You against:

1 damage directly caused by:

- Flood, if under the heading 'Flood cover', Your Certificate of Insurance for this policy states 'Your policy does not include cover for damage caused by Flood'.

If Your Certificate of Insurance for this policy states under the heading 'Flood cover': Your policy does not include cover for damage caused by Flood, it is because You chose not to have Flood cover.

- rain, Flood, hail, snow or liquid:
 - penetrating the Building through any opening made for the purpose of additions, alterations, renovations or repairs to the Building

You are not covered for Flood in these circumstances even if Your Certificate of Insurance for this policy states under the heading 'Flood cover': Your policy includes cover for damage caused by Flood.

- to Common Contents unless You have insured them with Us and they are in a fully enclosed and roofed building within the boundary of the Strata Land when the loss or damage occurred.

If Your Certificate of Insurance for this policy states:

a) under the heading 'Flood cover':

Your policy includes cover for damage caused by Flood, You do not have Flood cover for Common Contents if they are not in a fully enclosed and roofed building when the loss or damage occurred;

b) under the heading 'Flood cover':

Your policy does not include cover for damage caused by Flood, You do not have any Flood cover for Common Contents even if they are in a fully enclosed and roofed building when the loss or damage occurred.

- sea or tidal wave (even if directly caused by an earthquake)
- Storm Surge unless:
 - the same damage to the Building or Common Contents is directly caused by Flood; and
 - Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'
- tsunami
- earth movement no matter how caused, including erosion, vibration, subsidence, seepage, saturation, creeping, landslip, mudslide, collapse, shrinkage, settling, expansion or heaving, unless the damage occurs within 72 hours of, and is directly caused by:
 - a) earthquake; or
 - b) water overflowing, leaking or bursting from a fixed pipe or fixed system; or
 - c) Storm water or Flood, and Your Certificate of Insurance for this policy states under the heading 'Flood cover': 'Your policy includes cover for damage caused by Flood'.

In respect of b) above, We only pay up to \$10,000 for any one claim.

- any process of cleaning, repairing or restoring
- lopping or felling of trees unless the trees are lopped or felled by a professional tree lopper
- any process involving the deliberate application of heat (only the thing intended to be heated is not covered).

Attachment A

SME Direct Business Insurance (NRMA, RACV, SGI, CGU)

Section 1 Property

- Flood cover is excluded. There is a variation & extension offering customers the option to opt-in to flood cover, however, SME Direct do not have this operationalised yet and not offered to customers actively.
- Storm Surge excluded.
- Rainwater run off covered (AD Policy).

Exclusions

We will not pay You under this section for Damage caused by, or as a consequence of:

3. Storm surge

storm surge being the increase in sea level that usually occurs, but not necessarily, in connection with an intense storm or cyclone.

4. Flood

Flood.

Variations & extensions

The cover set out below only applies if shown in the Certificate of Insurance.

1. Flood

If the Flood cover extension is shown in the Certificate of Insurance, the Property Insured at the Situation is covered for Damage directly caused by Flood during the Period of Insurance. Cover under this extension is subject to:

- a) the Excess specified for this section in the Certificate of Insurance and applies to all claims for Flood arising during any period of 72 consecutive hours, and
- b) the Sums Insured, terms, conditions and exclusions applicable under this section and the Policy.

Exclusion 4. Flood is deleted for the purpose of this variation & extension.

CGU Broker Business Insurance

Section 1 Property

- Flood is opt-in model.
- Storm surge is excluded.
- Rainwater run off covered (AD Policy)

Attachment A

Exclusions

We will not pay You under this section for physical loss, destruction or Damage caused by, or as a consequence of:

3. Storm surge

Storm surge being – the increase in sea level that usually occurs, but not necessarily, in connection with an intense storm or cyclone.

4. Flood

Flood.

Variations & extensions

The cover set out below only applies if shown in the Schedule.

1. Flood

Specific exclusion 4 is deleted if Flood cover is shown in the Schedule.

Attachment A

NRMA Home Insurance NSW ACT TAS

PDS: NRMA_Home_NSW_ACT_TAS_SPDS003_1023_PDS_G018345_0822

(Combined SPDS & PDS)

- “Flood & rainwater run-off” and “storm surge” is opt-out if the customers flood premium is above the allocated threshold.

Pg. 2 (SPDS)

Changes to your PDS

Your PDS is amended by the following:

Change 1 – Amendment to ‘What your home and contents covers’

Your PDS is amended by replacing the words “that happens immediately as a direct result of” with the words “that happens within 72 hours of, and as a direct result of,” where it appears under the following listed events:

- ‘Earthquake’ on page 26
- ‘Explosion’ on page 27
- ‘Flood and rainwater run-off’ on page 28
- ‘Storm’ on page 30
- ‘Storm surge’ on page 31
- ‘Water and oil leaks’ on page 33

Pg. 3 (SPDS)

Change 3 – Amendment to ‘General exclusions for all covers and benefits’

Your PDS is amended by replacing the word “immediately” with “within 72 hours of, and” within the ‘What we don’t cover’ section on page 64, in the two places where it appears on that page.

The first change is as follows:

- landslide or subsidence unless it happens within 72 hours of, and as a direct result of:
 - flood**
 - rainwater run-off**
 - storm
 - storm surge**
 - water or oil leak
 - earthquake, or
 - explosion

The second change at the bottom of the page is as follows:

**If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens within 72 hours of, and as a direct result of flood, rainwater run-off or storm surge.

Attachment A

Pg. 5 & 24

* If we have offered you the option to remove cover for **flood**, rainwater run-off and storm surge, and you choose to do so, you will not have cover for loss or damage to your home and/or contents caused by **flood**, rainwater run-off or storm surge – see pages 28 and 31.

5

Pg. 28

Flood and rainwater run-off

✓ Buildings Insurance ✓ Contents Insurance

 Home  Home Plus

If loss or damage is caused by a flood and/or rainwater run-off.

Covered

- flood
- rainwater run-off, and
- landslide or subsidence that happens immediately as a direct result of flood or rainwater run-off.

For example, excessive rainfall in your local area causes a build up of water in the street gutters and the water enters your home and causes damage.

For the definition of 'flood' – see the box below and page 97.

Not covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways, or
 - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
 - erosion, deterioration, collapse, shrinkage or any other earth movement
 - water which enters your home through any tarpaulins or fixings set up while you are renovating or altering your home.

Rainwater run-off means water that flows over the ground, or backs-up, as a result of a storm, that is not a flood

Conditions

- if we have offered you the option to remove cover for flood and rainwater run-off, and you choose to do so:
 - you will not have cover for loss or damage to your home and/or contents caused by flood or rainwater run-off, and
 - we will also remove cover for storm surge (see page 31).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, rainwater run-off and storm surge.

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:

- (a) a lake (whether or not it has been altered or modified);
- (b) a river (whether or not it has been altered or modified);
- (c) a creek (whether or not it has been altered or modified);
- (d) another natural watercourse (whether or not it has been altered or modified);
- (e) a reservoir;
- (f) a canal;
- (g) a dam.

Attachment A

Pg. 31

Storm surge

✓ Buildings Insurance

✓ Contents Insurance



Home



Home Plus

If loss or damage is caused by storm surge.

Covered

- storm surge
- landslide or subsidence that happens immediately as a direct result of a storm surge.

For example, an intense storm or cyclone causes an increase in normal sea level and large waves, and the water enters your home.

Not covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways, or
 - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
 - actions of the sea
 - erosion, deterioration, collapse, shrinkage or any other earth movement
 - water which enters your home through any tarpaulins or fixings set up while you are renovating or altering your home.

For the definition of 'actions of the sea' – see the box below and page 96.

Conditions

- if we have offered you the option to remove cover for storm surge, and you choose to do so:
 - you will not have cover for loss or damage to your home and/or contents caused by storm surge, and
 - we will also remove cover for flood and rainwater run-off (see page 28).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, rainwater run-off and storm surge.

Actions of the sea include:

- waves
 - normal movement or changes in sea levels (including high tides and king tides)
- unless caused by storm surge.

3

What your home and contents covers

Storm surge is an increase in sea level that occurs because of an intense storm or cyclone and associated waves

Attachment A

Pg. 64

General exclusions for all covers and benefits

The exclusions set out in this section apply to all covers and benefits under your policy.

What we don't cover

Loss, damage, injury or death arising from:

- rust, corrosion, gradual deterioration, depreciation, wear or tear
- erosion, deterioration, collapse, shrinkage or any other earth movement
- landslide or subsidence unless it happens immediately as a direct result of:
 - flood**
 - rainwater run-off**
 - storm
 - storm surge**
 - water or oil leak
 - earthquake, or
 - explosion
- actions of the sea
- flood, rainwater run-off and storm surge when you have chosen to remove cover for these listed events from your policy
- atmospheric conditions or extreme temperature
- mould unless arising from loss or damage covered by a listed event
- vermin or insects (other than resultant loss or damage caused by fire, water and oil leaks)
- birds pecking, scratching or biting
- tree lopping or felling on your site
- tree roots
- the lawful seizure, confiscation, nationalisation, or requisition of your home or anything else covered by this policy
- any intentional act or omission by:
 - you, your family or someone who lives in your home – for example, the tenants, or
 - someone who acts with your or your family's consent, or the consent of someone who lives in your home
- hydrostatic pressure including loss or damage to swimming pools or similar structures, or
- any illegal activity you or your family are involved in.

** If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens immediately as a direct result of flood, rainwater run-off or storm surge.

Special conditions

We may apply special conditions on your policy that may exclude, restrict or extend cover for a person or a particular matter at the time that you purchase the policy. For example, we may not cover you for some incidents like a bushfire, storm or flood if they cause loss or damage during a specific period which is also known as an embargo period.

Your current Certificate of Insurance shows any special conditions that apply to your policy, including the period of any applicable embargo period.

In addition, we may apply special conditions during your policy that limit your ability to make changes to coverage, sum insured and your policy terms.

Pg.10

Attachment A

Pg. 97 Definitions

	... items that can't be removed without causing damage to your home.
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: (a) a lake (whether or not it has been altered or modified); (b) a river (whether or not it has been altered or modified); (c) a creek (whether or not it has been altered or modified); (d) another natural watercourse (whether or not it has been altered or modified); (e) a reservoir; (f) a canal; (g) a dam.
rainwater run-off	water that flows over the ground, or backs-up, as a result of a storm, that is not a flood .
Storm surge	is an increase in sea level that occurs because of an intense storm or cyclone and associated waves.

Attachment A

NRMA Strata Insurance (NSW/ACT/TAS)

PDS: NRMA_Strata_NSW_SPDS008_1023_PDS_G018348_0822

(Combined SPDS & PDS)

- “Flood & rainwater run-off” and “storm surge” is opt-out if the customers flood premium is above the allocated threshold.

Pg.2 SPDS

Changes to your PDS

Your PDS is amended by the following:

Change 1 – Amendment to ‘What the building and common contents covers’

Your PDS is amended by replacing the words “that happens immediately as a direct result of” with the words “that happens within 72 hours of, and as a direct result of,” where it appears under the following listed events:

- ‘Earthquake’ on page 21
- ‘Explosion’ on page 22
- ‘Flood and rainwater run-off’ on page 23
- ‘Storm’ on page 25
- ‘Storm surge’ on page 26
- ‘Water and oil leaks’ on page 29

Change 2 – Amendment to ‘Other benefits’

Your PDS is amended by replacing the words “we agree you need” with “it is reasonably necessary for you” under the subheading ‘Demolishing and removing debris’ on page 30.

The updated wording is as follows:

If a listed event causes loss or damage to your home and it is reasonably necessary for you to demolish part or all of your home or remove any debris.

Pg.3 SPDS

Change 3 – Amendment to ‘General exclusions for all covers and benefits’

Your PDS is amended by replacing the word “immediately” with “within 72 hours of, and” within the ‘What we don’t cover’ section on page 38, in the two places where it appears on that page.

The first change is as follows:

- landslide or subsidence unless it happens within 72 hours of, and as a direct result of:
 - flood**
 - rainwater run-off**
 - storm
 - storm surge**
 - water or oil leak
 - earthquake, or
 - explosion

The second change at the bottom of the page is as follows:

**If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens within 72 hours of, and as a direct result of flood, rainwater run-off or storm surge.

Attachment A

Pg.4 & 19

* If we have offered you the option to remove cover for flood, rainwater run-off and storm surge, and you choose to do so, you will not have cover for loss or damage to the building and/or common contents caused by flood, rainwater run-off or storm surge – see pages 23 and 26.

Pg.10

Special conditions

We may apply special conditions on your policy that may exclude, restrict or extend cover for a person or a particular matter at the time that you purchase the policy. For example, we may not cover you for some incidents like a bushfire, storm or flood if they cause loss or damage during a specific period which is also known as an embargo period.

Your current Certificate of Insurance shows any special conditions that apply to your policy, including the period of any applicable embargo.

In addition, we may apply special conditions during your policy that limit your ability to make changes to coverage, sum insured and your policy terms.

Attachment A

Pg.23

Flood and rainwater run-off

✓ **Building Insurance** ✓ **Common Contents Insurance**

If loss or damage is caused by a flood and/or rainwater run-off.

Covered

- flood
- rainwater run-off, and
- landslide or subsidence that happens immediately as a direct result of flood or rainwater run-off.

For example, excessive rainfall in your local area causes a build up of water in the street gutters and water enters the building causing damage.

For the definition of 'flood' – see the box below and page 67.

Not covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways, or
 - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
 - erosion, deterioration, collapse, shrinkage or any other earth movement
 - water which enters the building through any tarpaulins or fixings set up while you are renovating or altering the building.

Conditions

- if we have offered you the option to remove cover for flood and rainwater run-off, and you choose to do so:
 - you will not have cover for loss or damage to the building and/or common contents caused by flood or rainwater run-off, and
 - we will also remove cover for storm surge (see page 26).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, rainwater run-off and storm surge.

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:

- (a) a lake (whether or not it has been altered or modified);
- (b) a river (whether or not it has been altered or modified);
- (c) a creek (whether or not it has been altered or modified);
- (d) another natural watercourse (whether or not it has been altered or modified);
- (e) a reservoir;
- (f) a canal;
- (g) a dam.

3

What the building and common contents covers

Rainwater run-off means water that flows over the ground, or backs-up, as a result of a storm, that is not a flood

Attachment A

Pg. 26

Storm surge

✓ **Building Insurance** ✓ **Common Contents Insurance**

If loss or damage is caused by storm surge.

Covered

- storm surge
- landslide or subsidence that happens immediately as a direct result of storm surge.

For example, an intense storm or cyclone causes an increase in normal sea level and large waves, and the water enters the building causing damage.

Storm surge is an increase in sea level that occurs because of an intense storm or cyclone and associated waves

Not covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways, or
 - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by:
 - actions of the sea
 - erosion, deterioration, collapse, shrinkage or any other earth movement
 - water which enters your building through any tarpaulins or fixings set up while you are renovating or altering the building.

For the definition of 'actions of the sea' – see the box below and page 66.

Conditions

- if we have offered you the option to remove cover for storm surge, and you choose to do so:
 - you will not have cover for loss or damage to the building and/or common contents caused by storm surge, and
 - we will also remove cover for **flood** and rainwater run-off (see page 23).

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for **flood**, rainwater run-off and storm surge.

Actions of the sea include:

- waves
- normal movement or changes in sea levels (including high tides and king tides)

unless caused by storm surge.

Attachment A

Pg.38

General exclusions for all covers and benefits

The exclusions set out in this section apply to all covers and benefits under your policy.

What we don't cover

Loss, damage, injury or death arising from:

- rust, corrosion, gradual deterioration, depreciation, wear or tear
- erosion, deterioration, collapse, shrinkage or any other earth movement
- landslide or subsidence unless it happens immediately as a direct result of:
 - flood**
 - rainwater run-off**
 - storm
 - storm surge**
 - water or oil leak
 - earthquake, or
 - explosion
- actions of the sea
- flood, rainwater run-off and storm surge when you have chosen to remove cover for these listed events from your policy
- atmospheric conditions or extreme temperature
- mould unless arising from loss or damage covered by a listed event
- vermin or insects (other than resultant loss or damage caused by fire, water and oil leaks)
- birds pecking, scratching or biting
- tree lopping or felling on your site
- tree roots
- the lawful seizure, confiscation, nationalisation, or requisition of the building or anything else covered by this policy
- any intentional act or omission by:
 - you
 - someone who acts with your consent
- hydrostatic pressure including loss or damage to swimming pools or similar structures, or
- any illegal activity you are involved in.

** If you have chosen to remove cover for flood, rainwater run-off and storm surge, you will not have cover for landslide or subsidence that happens immediately as a direct result of flood, rainwater run-off or storm surge.

Attachment A

Pg. 67 Definitions

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: (a) a lake (whether or not it has been altered or modified); (b) a river (whether or not it has been altered or modified); (c) a creek (whether or not it has been altered or modified); (d) another natural watercourse (whether or not it has been altered or modified); (e) a reservoir; (f) a canal; (g) a dam.
rainwater run-off	water that flows over the ground, or backs-up, as a result of a storm, that is not a flood .
Storm surge	is an increase in sea level that occurs because of an intense storm or cyclone and associated waves.

Attachment A

RACV (VIC) Home Insurance

PDS: RACV_Home_PDS_G018333_0822_SPDS024_ED1_0623_ED2_1023

(Combined SPDS & PDS)

- “Flood & rainwater run-off” and “storm surge” is opt-out if the customers flood premium is above the allocated threshold.

Pg. 1 (SPDS)

Changes to your PDS

Your PDS is amended by the following:

Change 1 – Amendment to ‘Listed events’

Your PDS is amended by replacing the words “that happens immediately as a result of” or “that happens immediately as a direct result of” (wherever it appears), with the words “that happens within 72 hours of, and as a direct result of,” where it appears under the following listed events:

- ‘Earthquake’ on page 27
- ‘Explosion’ on page 28
- **Flood** on page 29
- ‘Rainwater run-off’ on page 31
- ‘Storm’ on page 32
- ‘Storm surge’ on page 33

Page 1 of 3

Pg. 2 (SPDS)

Change 2 – Amendment to ‘General exclusions for all covers and benefits’

Your PDS is amended by replacing the word “immediately as a result of” with “within 72 hours of, and as a direct result of” within the ‘What we don’t cover’ section on page 66.

The change is as follows:

- subsidence or landslide unless it happens within 72 hours of, and as a direct result of:
 - an earthquake or explosion
 - a storm
 - a **flood**
 - rainwater run-off
 - storm surge

Attachment A

Pg.3 (SPDS)

Change 4 – Amendment to the option to remove **Flood** cover

Your PDS is amended by deleting and replacing the words “unless you have chosen to remove **Flood**, Rainwater run-off or Storm surge”, with the words “If we have offered you the option to remove cover for **Flood**, Rainwater run-off or Storm surge, and you choose to do so, you will not have this cover” where those words appear on pages 4 and 25.

The change is as follows:

*If we have offered you the option to remove cover for **Flood**, Rainwater run-off or Storm surge, and you choose to do so, you will not have this cover – see pages 29, 31 and 33.

Your PDS is also amended by deleting and replacing the bullet point in the “Conditions” section of the following listed events:

- ‘**Flood**’ on page 29;
- ‘Rainwater run-off’ on page 31; and
- ‘Storm surge’ on page 33;

with the following words:

- if we have offered you the option to remove cover for **flood**, and you choose to do so, we will also remove cover for storm surge and rainwater run-off cover.

Pg. 4



Pg. 10

Special conditions

We may apply special conditions on your policy that may exclude, restrict or extend cover for a person or a particular matter at the time that you purchase the policy. For example, we may not cover you for some incidents like a bushfire, storm or **flood** if they cause loss or damage during a specific period which is also known as an embargo period.

Your current Certificate of Insurance shows any special conditions that apply to your policy, including the period of any applicable embargo period.

In addition, we may apply special conditions during your policy that limit your ability to make changes to coverage, sum insured and your policy terms.

Attachment A

Pg. 25

Table 3.1 – Listed events

Listed Events	Buildings Insurance	Contents Insurance
Animal damage	✓	✓
Broken glass – buildings	✓	✗
Broken glass – contents	✗	✓
Earthquake	✓	✓
Explosion	✓	✓
Fire	✓	✓
Flood*	✓	✓
Impact damage	✓	✓
Lightning	✓	✓
Rain water run-off*	✓	✓
Riots or civil commotion	✓	✓
Storm	✓	✓
Storm surge*	✓	✓
Theft or attempted theft	✓	✓
Tsunami	✓	✓
Vandalism or a malicious act	✓	✓
Water and oil leaks	✓	✓

* Unless you have chosen to remove Flood, Rainwater run-off or Storm Surge – see pages 29, 31 and 33.

Attachment A

Pg. 29

Flood

- ✓ Buildings Insurance
- ✓ Contents Insurance

If loss or damage is caused by a flood.

For example, damage is caused when heavy or sustained rainfall causes a river or creek near you to overflow.

Covered

- flood
- landslide or subsidence that happens immediately as a direct result of a flood.

'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:

- a lake (whether or not it has been altered or modified);
- a river (whether or not it has been altered or modified);
- a creek (whether or not it has been altered or modified);
- another natural watercourse (whether or not it has been altered or modified);
- a reservoir;
- a canal;
- a dam.

Not covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways
 - swimming pool/spa covers that are more than 5 years' old
 - loss or damage caused by actions of the sea.

Conditions

- if we have identified your home is at risk of flooding, you may choose to remove this cover. If you do that and we agree, we will also remove cover for storm surge and rainwater run-off cover.

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for flood, storm surge or rainwater run-off.

3

Your Home &
Contents

Attachment A

Pg. 31

Rainwater run-off

- ✓ Buildings Insurance
- ✓ Contents Insurance

If loss or damage is caused by rainwater run-off.

For example, heavy rain causes a build up of water in the street gutters and the water enters your home.

Covered

- rainwater run-off
- landslide or subsidence that happens immediately as a direct result of a rainwater run-off.

Not Covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways
 - swimming pool/spa covers that are more than 5 years old
- loss or damage caused by actions of the sea.

Conditions

- if we have identified your home is at risk to rainwater run-off, you may choose to remove this cover. If you do that and we agree, we will also remove cover for **flood** and storm surge cover.

We will charge a lower premium and your Certificate of Insurance will show that you don't have cover for **flood**, storm surge or rainwater run-off.

3

Your Home &
Contents

'rainwater run-off' is rainwater that flows over normally dry ground due to excessive rainfall in your local area.

Pg. 33

Storm surge

- ✓ Buildings Insurance
- ✓ Contents Insurance

If loss or damage is caused by storm surge.

For example, the wind from a cyclone causes sea levels to rise higher than normal and the water enters your home.

Covered

- storm surge
- landslide or subsidence that happens immediately as a direct result of a storm surge.

Not Covered

- loss or damage to:
 - retaining walls
 - gates, fences or free standing walls if the damage occurred because they are not structurally sound or well maintained
 - pontoons, jetties or bridges
 - gravel driveways
 - swimming pool/spa covers that are more than 5 years' old
- loss or damage caused by actions of the sea.

Conditions

- if we have identified your home is at risk to storm surge, you may choose to remove this cover. If you do that and we agree, we will also remove cover for **flood** and rainwater run-off cover.

We will charge you a lower premium and your Certificate of Insurance will show that you don't have cover for **flood**, storm surge or rainwater run-off.

3

Your Home &
Contents

'storm surge' is an increase in sea level that occurs because of an intense storm or cyclone.

Attachment A

Pg. 66

General exclusions for all covers and benefits

The exclusions set out in this section apply to all covers and benefits under your policy.

What we don't cover

Loss, damage, injury or death arising from:

- rust, corrosion, gradual deterioration, depreciation, wear or tear
- erosion, including coastal erosion
- actions of the sea
 - Actions of the sea include:
 - high tides or king tides
 - sea waves
 - normal movement or changes in ocean levels
 - Actions of the sea does not include storm surge
- subsidence or landslide unless it happens immediately as a result of:
 - an earthquake or explosion
 - a storm
 - a flood
 - rainwater run-off
 - storm surge
- atmospheric conditions or extreme temperature
- mould, unless arising from loss or damage covered by a listed event
- vermin or insects (other than resultant loss or damage caused by fire, water and oil leaks)
- birds pecking, scratching or biting
- tree lopping or felling on your site
- tree roots
- the lawful seizure, confiscation, nationalisation, or requisition of your home or anything else covered by this policy
- any intentional act or omission by:
 - you, your family or someone who lives in your home – for example, the tenants, or
 - someone who acts with your or your family's consent, or the consent of someone who lives in your home
- hydrostatic pressure including loss or damage to swimming pools or similar structures
- any illegal activity you or your family are involved in.

Attachment A

Pg. 99 Definitions

	without causing damage to your home.
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: (a) a lake (whether or not it has been altered or modified); (b) a river (whether or not it has been altered or modified); (c) a creek (whether or not it has been altered or modified); (d) another natural watercourse (whether or not it has been altered or modified); (e) a reservoir; (f) a canal; (g) a dam.
Rainwater run-off	is rainwater that flows over normally dry ground due to excessive rainfall in your local area. • rain, thunderstorm, hail or snow.
Storm surge	is the increase in sea level that usually happens when there is an intense storm or cyclone.