

Platinum Home and Contents Insurance

Your Guide to Premium, Excesses, Discounts
and Claim Payments



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The purpose of this guide is to provide further detail about the amount you pay for this insurance and the excesses that may apply if you make a claim. It also includes information about how we calculate and pay claims under your policy. This guide is taken to be part of the Resilium Platinum Home and Contents Insurance Product Disclosure Statement (PDS) dated 25 June 2010. Words defined in the PDS have the same meaning in this Guide.

This guide applies to policies with a start date or renewal date on or after 1 July 2013.

About your premium

The premium is the amount you pay us for your insurance. It reflects what we consider is the likelihood of you making a claim together with other factors related to our cost of doing business.

You also pay stamp duty, GST, any government charges and fire services levy (FSL) that applies. These charges are applied as the final step in the premium calculation. Your certificate of insurance will show how much you have to pay.

When we calculate your premium there are a range of factors we take into account, we call these premium factors. The key factors that affect your premium are the type of covers and optional covers you choose and any discounts you are eligible for, together with any government charges. For example, selecting both home and contents cover will attract a higher premium than selecting only home or contents cover.

The amount of premium that you pay will also depend on information that you give us particularly the information you give us about your home and contents and the decisions you make in relation to your policy such as your choice of basic excess.

It is very important that all the information you give us is accurate and precise. For instance, the address for your home and contents has an impact on your premium. If you live in a unit this would mean giving us the exact unit number and street number of the unit building. If you do not give us this information it could have a significant impact on your premium, so it is important that you ensure the information you give us is accurate and precise.

Each year when we calculate your premium we may take into account some or all of the premium factors. The importance we place on the factors we use can change from year to year and how those factors combine to affect your premium will differ from person to person depending on the home or contents to be insured. The factors we use can also change depending on the type of cover you select.

The following is a guide to the most significant premium factors we use together with an explanation of the likely impact of those factors on your premium:

Significant factors affecting your premium include a combination of some or all of the following:

Premium factor

- Address and locality of the home and/or contents
- Sum insured
- Construction material of the home
- Age of the home
- Type of security
- How the home is occupied
- Your age
- Optional covers
- Level of basic excess
- Payment frequency

Each time you renew your insurance your premium is likely to change. In addition to any change to the premium factors we use, premiums are also affected by other things including:

- the cost of claims we have paid to other customers and claims we expect to pay in the future
- new and updated data we use to calculate your premium
- changes in our approach to calculating your premium
- automatic adjustments to the sum insured
- our expenses of doing business
- changes in government taxes and any state or territory levies and
- other commercial factors.

When determining your renewal premium, we also consider how much you paid last year. As such, we may limit any movements up or down to your premium to avoid large changes in premiums year on year.

Premium discounts

In addition to the premium factors, the discounts you qualify for are also a significant factor affecting your premium. If you qualify for any of our discounts this will attract a lower premium.

These are some of the key discounts we offer:

- Multi-policy discount
- Combined home and contents discount
- Top Strata insurance discount
- Seniors card discount

At times we may also offer premium discounts to particular customers as part of a promotion or to take account of market conditions. The amount and type of discounts offered can change or be withdrawn at any time before you take out this policy, or at your next renewal. The premium shown on your certificate of insurance includes any discounts you qualify for and these are applied before adding government charges. Discounts are not applied to the Domestic Workers Compensation Optional Cover.

Set out below is an example of how we usually apply our discounts when you are eligible for more than one discount:

Example

You are eligible for 2 discounts. One is a 10% discount and the other is a 5% discount. We have worked out using the premium factors that your premium before adding government charges is \$1,000. The discounts are applied to the premium in the following way.

Premium	Discount	Additional Details
\$1,000	- 10%	You are entitled to a discount of 10% (\$100). Once this is applied it means a new premium of \$900.
\$900	- 5%	Your 5% discount is applied to the \$900 premium rather than to the \$1,000 base premium. This gives you a discount of \$45.
\$855	Discounted premium before government charges have been applied.	

Multi-policy discount

A multi-policy discount rewards you with a discount off your premium for holding multiple policies with us. You must have a common named insured and mailing address on each eligible policy in order to qualify for this discount.

If you take out a new policy which means you qualify for the multi-policy discount you get the discount on that new policy immediately and on your other existing policies the discount applies from their next renewal date provided you still qualify.

How to qualify	What you save
Hold 3 or more eligible insurance policies with us from the following list: <ul style="list-style-type: none">● Home Insurance● Contents Insurance● Motor Vehicle Comprehensive● Motor Vehicle Third Party Property Damage● Motor Vehicle Fire, Theft & Third Party Property Damage● Boat Insurance● Caravan/Trailer Insurance● NSW CTP Greenslip¹	5% off your eligible insurance premiums

1. The NSW CTP Green Slip premium cannot be discounted but it counts towards multi policy discount eligibility.

Combined home and contents discount

We reward you with a **15%** discount for combining your home and its contents on the same policy with us.

Top Strata insurance discount

If you own a home insured by Resilium Top Strata Residential Insurance we reward you with a **15%** discount off your Resilium Contents Insurance for the contents you own in that home.

Seniors card discount

We reward you with a **6%** discount for being a seniors card holder.

Government taxes and charges

Home and Contents insurance policies are subject to stamp duty imposed by state and territory governments, 10% GST and in NSW and Victoria a FSL. Government charges are applied as the final step in the premium calculation. These amounts are shown on your certificate of insurance .

About your excess

What is an excess

An excess is the amount you have to pay for each incident when you make claim. We will deduct the excess from the amount of cover provided by your policy. The amount and types of excess are shown on your certificate of insurance. The different types of excess are:

Basic excess

A basic excess of **\$300** applies to all home and contents claims. You can choose to increase or decrease your basic excess within the range we offer.

The range of basic excess levels that you can choose is between **\$0** and **\$5,000**.

Earthquake and tsunami excess

When loss or damage is caused by an earthquake or tsunami, an excess of **\$300** will apply in addition to any other excess that applies.

Injury to pet dog and cats option

The excess that applies for a claim made under the Injury to Pet dogs and cats' option depends on your choice of basic excess. The most excess you will pay for this optional cover is **\$100**.

For our other Optional covers only the basic excess applies.

Additional excess

We may impose an additional excess that applies on top of any other excess. This excess may be imposed for a range of reasons including for example:

- where we consider you have made more claims than usual, or
- if the home has been unoccupied for more than **100** consecutive days, or
- if the home is located on certain islands off the Australian mainland.

When more than one excess applies

Depending on the circumstances, you might have to pay more than one type of excess when you claim.

Claim payments

The following examples are designed to illustrate how a claim payment might typically be calculated. The examples do not cover all scenarios or all benefits and do not form part of your policy terms and conditions. They are a guide only. In each of the examples we assume that you are not registered for GST.

Example 1 – Total loss – Home claim

Your investment home has a sum insured of \$380,000. Your basic excess is \$500.

Your city has been hit by a major cyclone and your home was one of many that were destroyed during the event. The scale of the event has caused an immediate surge in demand for building materials and tradespersons resulting in higher rebuilding costs.

The cost to rebuild the home now is \$440,000. To remove debris and clear the site will cost an extra \$40,000.

At the time of the loss you are 6 months into the period of insurance.

Adjustment to your home sum insured		Additional information
Home sum insured	\$380,000	Your sum insured is not enough to cover the cost to rebuild your home. Accordingly we apply a pro-rata adjustment to your home sum insured and if this is still not sufficient we will also apply safety net home protection.
Pro-rata adjustment	$\$380,000 \times (10\% \times 6/12)$ because you are only 6 months into your period of insurance = \$19,000	If you make a claim part way through the period of insurance we bring forward the sum insured adjustment that would have applied at your next renewal date. In this example the current annual adjustment is 10%. See PDS on pages 36 and 60.
Adjusted home sum insured	\$399,000	As the adjusted home sum insured falls short of the cost to rebuild (\$440,000), safety net home protection also applies.
Safety net home protection	$\$399,000 \times 0.3 =$ Up to \$119,700	Safety net home protection provides up to 30% extra home cover if your adjusted home sum insured falls short of rebuilding costs. See PDS on page 22.
Adjusted home sum insured + safety net home protection	$\$399,000 + 41,000 =$ \$440,000	This is now enough cover to rebuild your home.
How much we pay		Additional information
Cost to rebuild home	\$440,000	We pay this amount directly to the builder. The cost to rebuild is paid from the full amount of the adjusted home sum insured of \$399,000 plus \$41,000 provided under safety net home protection.
Removal of debris	\$40,000	We pay this amount directly to the supplier. Under the removal of debris additional feature we pay up to 20% of your adjusted home sum insured of \$399,000. This amount is paid in addition to the home sum insured.
Total amount of claim	\$480,000	
Less excess	- \$500	We deduct this from the total amount of claim.
Total claim	\$479,500	

Example 2 – Partial loss – Contents cover away from the home

You have a contents insurance policy with us with a sum insured of \$150,000. Whilst waiting for the bus at your local bus stop you forget and leave your mobile phone and sunglasses on the bench. When you returned to the bus stop you were unable to locate them.

Your basic excess is \$500.

How much we pay		Additional information
Cost to replace mobile phone	\$800	
Cost to replace sunglasses	\$300	
Total amount of claim	\$1,100	
Less excess	-\$500	You pay this amount to the mobile phone supplier.
Total claim	\$600	We pay this amount to the suppliers.

Example 3 – Partial loss – Contents cover at the home

You insure your contents for \$150,000. During a dinner party at home a guest accidentally bumps a crystal vase causing it to fall off the stand and shatter into pieces.

Your basic excess is \$300.

How much we pay		Additional information
Cost to replace crystal vase	\$1,500	
Less excess	-\$300	You pay this amount to the supplier.
Total claim	\$1,200	We pay this amount to the supplier.

Example 4 – Partial loss – Motor burnout

You have your home insured with a sum insured of \$450,000.

Your air conditioning unit motor has suddenly stopped working and the repairer's report confirms that the motor for the unit has fused. The age of the motor in the ducted air conditioning unit is 5 years old.

Your basic excess is \$500.

How much we pay		Additional information
Cost to replace the motor	\$800	Under this additional feature we cover the cost to either replace or repair the motor in the ducted air-conditioning unit. In this case the motor requires replacement.
Less excess	-\$500	You pay this amount to the repairer.
Total claim	\$300	We pay this amount to the repairer

Example 5 – Partial loss – Home cover

Your home has a sum insured of \$470,000. Your basic excess is \$500. A severe storm with gusty winds results in a tree falling onto your roof and damaging it significantly.

We assess that your home is not liveable until repairs are completed and you and your family move into temporary accommodation for 4 weeks while repairs are undertaken.

We assess the repairs to the roof will cost \$89,000.

How much we pay		Additional information
Cost to repair home	\$89,000	We pay this amount directly to the builder.
Temporary accommodation costs	\$2,000	We pay temporary accommodation costs up to 10% of your home sum insured. So, the maximum cover under this feature is \$47,000. This is paid in addition to the sum insured. We normally reimburse you for these costs.
Total amount of claim	\$91,000	
Less excess	-\$500	We deduct this from the total amount of the claim.
Total claim	\$90,500	

Example 6 – Legal liability – Home cover

Your home is insured under your policy.

During a dinner party at your home one of your guests was walking down the stairs, the area was dimly lit causing your guest to slip down the stairs and injure their ankle and lower back.

Your guest has made a claim for their out of pocket expenses and loss of wages for a 6 week period for the amount of \$14,800. We assess this claim and agree you are liable for these amounts.

Your basic excess is \$500.

How much we pay		Additional information
Total amount of liability	\$14,800	We assess the claim and agree you are liable. We pay this amount to the injured party.
Less excess	-\$500	You pay your basic excess to us before we settle the claim.
Total claim	\$14,300	

Example 7 – Legal liability - Contents cover

You have a contents insurance policy with us. While riding a push bike along the road, your son who lives with you accidentally rode into a parked car causing scratches to the vehicle. The cost to repair the damage to the vehicle is \$2,000.

Your basic excess is \$500.

How much we pay		Additional information
Repair cost to vehicle	\$2,000	This amount is paid to the owner of the damaged vehicle.
Less excess	-\$500	You pay your basic excess to us before we settle the claim.
Total claim	\$1,500	

Contact your
Resilium Adviser or:

phone Customer Service 131 436 or
Claims 131 437

web www.resilium.com.au