

Apia Apartment Style Residence Insurance

Additional Information Guide

This Additional Information Guide (AIG) provides additional information about how we calculate premiums, our excesses, and worked dollar examples. You should read this AIG together with our Apia Apartment Style Residence Insurance Product Disclosure Statement (PDS) dated 17/02/2025.

This AIG is relevant to you if your policy has a commencement or a renewal date on or after 19 January 2026.

Your excess(es)

The amount and types of excesses that apply to your policy are shown on your certificate. Depending on the circumstances, you might have to pay more than one type of excess when you claim.

The different types of excesses are:

Contents excess

You can choose a contents excess from the range we offer. The range we offer usually falls between \$100 and \$5,000.

Personal valuables excess

The excess that applies for a claim made under optional Personal valuables cover is \$100. The Contents excess and any other excess won't apply if your claim is only for optional Personal valuables cover.

Unoccupied excess

In addition to any other excesses applicable, an unoccupied excess of \$500 will apply if at the time of the incident covered by your policy the apartment hasn't been occupied for more than 60 continuous days.

About your premium

The cost of your insurance is called the 'premium'. Your premium will depend on many factors. Your premium for each period of insurance will be shown on your certificate.

We'll calculate your premium based on:

- Your risk
- Any discounts applied
- Any variable excess you choose
- GST, stamp duty, and other government charges and levies (as applicable).

Your risk – we work this out using factors we consider important, including the address, occupancy type, the type of property where your contents are kept, the materials and characteristics of the apartment, relevant claims history, age of oldest insured, the amount and type of cover you select, the policy options chosen, and prior insurer.

This isn't a list of all our risk factors. We collect information in relation to risk factors from you and other sources. The importance we place on the factors we use can change and how these factors combine to affect your premium will differ from person to person. We may add or remove factors.

The premium you pay is also affected by other things including:

- The cost of claims we've paid to other customers and claims we expect to pay in the future
- Our expenses of doing business
- Other commercial factors.

When determining your renewal premium, we consider your previous premium. As such we may limit premium movements up or down.



Premium discounts

Discounts are also a factor that can affect your premium. The premium you pay for your insurance includes any discounts we've given you. Discounts are applied before we add government taxes and charges. We determine eligibility for a discount on your renewing policy when we calculate your renewal offer.

The main discount we offer is a Work Less Pay Less® discount.

From time to time we might also offer a discount or some other special offer as part of a marketing campaign. If we do this, separate terms and conditions may apply. We regularly offer a discount for quoting and buying a new policy online through our website.

The amount and type of discounts that may be offered can change or be withdrawn.

If you receive more than one discount, we apply each further discount to the already discounted premium.

Work Less Pay Less® discount

You could receive this discount if at least one policyholder works less than 37 hours per week. This discount is based on your employment status as noted on your certificate under the heading 'What You Have Told Us'.

Multi-policy discount

Our multi-policy discount (MPD) is being discontinued and will not be offered for new or renewing policies from 19/01/2026. There are some exceptions where the MPD will apply to existing policies for one renewal. If the MPD is applied, it'll be shown on your certificate. To find out more, visit www.apia.com.au/whats-changing.

Government taxes and charges

After we've calculated the amount to cover your contents, GST, stamp duty, and other government charges and levies are then applied (as applicable).

Claim settlement examples

The following examples are a guide only and are designed to illustrate how a claim payment might be calculated. The examples don't cover all scenarios or all benefits and don't form part of your policy terms and conditions.

Apia always determines real claim payments on an individual basis, after we've assessed each claim.

Notes about these claim payment examples:

- if any excess(es) applies to our claim, we'll choose whether to deduct the applicable excesses from the amount we pay or direct you to pay the excesses to us. The excess amounts stated are examples only and may be different to your excess(es)
- all amounts are shown in Australian dollars and are GST inclusive (where applicable)
- all examples assume that the policyholder is not registered for GST.

Example 1: Partial loss – fire damage

One evening at your apartment, a candle was accidentally knocked onto a single lounge chair which caught on fire. When the fire was extinguished, the chair was damaged beyond repair, but the remaining pieces of the suite were undamaged. The chair can't be replaced to match the other pieces of the suite. In this example, you have a \$300 contents excess.

What you are claiming		Additional information
Damaged lounge chair	\$1,000	A member of our supplier network assesses it will cost \$1,000 for a replacement chair that's the closest match to your lounge suite. We don't cover the undamaged parts of the lounge suite. We arrange the replacement for you with our supplier.
Less excess	-\$300	You pay your excess to us directly.
Total claim	\$700	

Example 2: Total loss, removal of debris, temporary accommodation

Your contents sum insured is \$90,000 and you've insured your gold necklace for \$4,000 under the optional cover Personal valuables – specified items. There's a fire at your apartment and we determine that your contents are a total loss. In this example, a contents excess of \$500 applies and your Personal valuables excess is \$100.

What you are claiming		Additional information
Contents sum insured	\$90,000	You've provided the requested proof for the contents you lost in the fire. Our settlement to you is a combination of replacement through our suppliers, and cash.
Personal valuables – specified items	\$3,400	You're able to provide us photos of your necklace, proof of purchase (for example, a sales receipt) and a professional valuation certificate from a qualified jeweller. A member of our supplier network determines that the quoted cost to replace your necklace with one of the same standard and specification is \$3,400. We replace your necklace within the sum insured.
Removal of debris	\$3,000	We pay the reasonable and necessary costs to dispose of your destroyed contents under the additional cover 'Removal of debris', up to 10% of the contents sum insured. We pay \$3,000 to our supplier to remove the damaged contents.
Temporary accommodation	\$7,500	Under the 'Temporary accommodation for tenants or strata title owners' additional cover, you're covered for reasonable temporary accommodation costs you incur, up to 10% of the contents sum insured. In this case, you're the owner and you needed fifteen (15) weeks temporary accommodation (15 x \$500 per week). We'll either pay the costs you incur direct to the accommodation supplier or reimburse you these costs.
Less excess	-\$500	As you are claiming under both contents and Personal valuables cover arising from the same incident, you pay the higher of your contents excess or personal valuables excess. In this example, we deduct the \$500 excess from the amount we pay you.
Total claim	\$103,400	

Example 3: Personal valuables – unspecified items

You have the optional cover Personal valuables – unspecified items shown on your certificate with a total sum insured of \$3,000. Whilst bushwalking you accidentally drop your camera and your reading glasses and they're now damaged. In this example, you have a \$100 personal valuables excess.

What you are claiming		Additional information
Damaged camera	\$1,000	A member of our supplier network determines that the camera can't be repaired and needs to be replaced. The camera can be replaced on a new for old basis for \$1,200. The most you can claim under Personal valuables - unspecified items for any one item is \$1,000. We pay you \$1,000 for your damaged camera.
Damaged glasses	\$600	We assess the cost to replace your glasses on a new for old basis to be \$600. As this amount, plus the amount paid for your damaged camera is under your total sum insured of \$3,000, we also pay you \$600.
Less excess	-\$100	In this example, we deduct your excess from the settlement.
Total claim	\$1,500	

Example 4: Personal valuables – specified items

You've insured your engagement ring for \$6,000 under the optional cover Personal valuables – specified items on your policy. While you were swimming at your local beach your ring slipped off your finger and you're unable to find it and it hasn't been handed into police. In this example, you have a \$100 personal valuables excess.

What you are claiming for		Additional information
Engagement ring	\$5,000	You're able to provide us photos of your ring, proof of purchase (for example, a sales receipt) and a professional valuation certificate from a qualified jeweller. A member of our supplier network determines that the quoted cost to replace your ring with one of the same standard and specification (this may be a different brand) is \$5,000. We replace your lost ring within the sum insured.
Less excess	-\$100	In this example, you pay this excess directly to us.
Total claim	\$4,900	We pay the jeweller directly, who supplies you with the replacement ring. As we've replaced your engagement ring this listed item is removed from your policy and there's no premium refunded. If you want to cover the replacement ring then you'll need to apply for new cover.

Example 5: Legal Liability

While riding a push bike along the road, your daughter who lives with you, accidentally rode into a parked car causing scratches to the paintwork of the vehicle. It's determined that she's liable for the damage. In this example, the contents excess is \$300.

What you are claiming		Additional information
Liability for property damage	\$2,000	Under 'Legal liability', we cover your legal liability up to \$20 million, including all associated legal costs we've agreed to pay following your claim. The costs to repair the damage to the vehicle is \$2,000. We pay this amount to the owner of the damaged vehicle.
Less excess	-\$300	In this example, you pay this excess directly to us.
Total claim	\$1,700	

Financial Claims Scheme

In the unlikely event of an insurer becoming insolvent, a person entitled to claim under protected policies may be entitled to payment under the Financial Claims Scheme (FCS). Access to the scheme is subject to eligibility criteria.

You can find more information about the FCS from the APRA website at www.fcs.gov.au.