

# KEY FACTS ABOUT THIS HOME CONTENTS

Assisted Living Residence Insurance  
Prepared on: 17/02/2025

THIS IS NOT AN INSURANCE CONTRACT



## STEP 1 Understanding the Facts Sheet

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

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

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

Event/Cover	Yes/No Optional	Some examples of specific conditions, exclusions or limits that apply to events/covers (see PDS and other policy documentation for details of others)*
Fire and Explosion	Yes	Fire - no cover for loss or damage from arcing, scorching, melting or cigarette burns unless and only to the extent that a fire spreads from the initial burn spot. Explosion - no cover for the cost of repairing or replacing the item or container that exploded.
Flood	Yes	No cover for the cost of cleaning your undamaged contents.
Storm	Yes	No cover for the cost of cleaning your undamaged contents.
Accidental breakage	Yes	Accidental loss and damage policy - no cover if breakage doesn't extend through entire thickness of the damaged item.
Earthquake	Yes	'Earthquake and tsunami' - no cover for loss or damage that occurs more than 72 hours after the earthquake or tsunami.
Lightning	Yes	No cover for loss or damage where the Australian Government Bureau of Meteorology has no record of lightning in your area at the time of the loss or damage.
Theft and Burglary	Yes	No cover for loss or damage caused by you, someone who lives at the residence or enters the residence with your consent or authority.
Actions of the sea	No	No cover for any actions or movements of the sea. Actions or movements of the sea do not include tsunami or storm surge.
Malicious Damage	Yes	No cover for loss or damage caused by you, someone who lives at the residence or enters the residence with your consent or authority.
Impacts	Yes	No cover for the cost of removing or lopping trees or branches that haven't damaged the contents.
Escape of liquid	Yes	No cover for loss or damage caused by liquid from a portable container, such as pot plant, vase, terrarium, fishbowl, bucket.
Cover for valuables, collections and items away from the insured address		
High value items and collections	No	The most that is paid for an individual item, pair, set or collection in any one incident is \$1,000.
Items away from insured address	Optional	For an extra premium cover can be purchased to insure certain items away from the insured address.

\* This Key Facts Sheet is a guide only. The examples provided are only some of the conditions, exclusions and limits in this policy. You must read the PDS and policy documentation for all information about this policy.



## STEP 3 Other things to consider

### Limits

This policy has restrictions that limit your cover for certain events and items, for example this policy limits the amount payable for an individual item, pair, set or collection. To find out these limits you need to read the PDS and other relevant policy documentation.

### Excesses

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

### Legal liability

This policy covers your legal liability when you are found to be legally responsible for damage or personal injury to a third party or their property. It is limited to \$10 million. You should read the PDS carefully to determine the extent of this cover.

### Cooling off period

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

### Maximum level of cover offered by insurers

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

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

\* the insurer may provide some cover above this amount.

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

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

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

## STEP 4 Seek more information

If you want more information on this policy contact us on 13 50 50.

For more information on choosing insurance and to better understand insurance visit the Australian Government website: [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The policy this KFS relates to is:

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